

# **THE FACILITATION OF SOCIAL INTEGRATION ON COMMUNITY LEVEL: A SOCIAL WORK PERSPECTIVE**

by

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## **THESIS**

presented in partial fulfilment of the requirements for the degree of

**Masters of Arts in Social Work (Welfare Programme Management)**

at the

**UNIVERSITY OF STELLENBOSCH**



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**April 2003**

## DECLARATION

I, the undersigned, hereby declare that the work contained in this thesis is my own original work, and that I have not previously in its entirety or in part submitted it at any university for a degree.

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## ABSTRACT

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Currently much attention is given in South African welfare legislation and in recent local and international literature and research to the process of social integration and the formation of social capital as one of the ideational outcomes of a social development approach, and therefore also a key practice element of developmental social work. Very little research have been undertaken to document the changes in social work practice brought about by the transition to a social development approach in South Africa. The purpose of this study is to formulate social work practice guidelines on the facilitation of social integration on community level. It therefore constitutes an attempt to illuminate how social workers could contribute to the national thrust toward the social integration of communities and provide valuable guidelines to social workers on the practical realization of this key element of developmental social work.

In order to gain new insight and to clarify central concepts relating to this relatively unfamiliar research area, an exploratory research design was utilised. The population for the study consisted of practising social workers in welfare agencies subsidised by the Department of Social Services in the Cape Metropolitan area. From the population a sample was drawn utilising sampling strategies from both the probability and non-probability sampling procedures. The study was both qualitative and quantitative in nature and in-dept interviews were chosen as the method of data-collection.

The interview schedule was compiled from the literature survey. In this survey the relation between the social development approach to welfare and social integration was explained, and some of the core focus areas for the social integration of South African communities were identified. Furthermore a discussion was given on community intervention strategies as a core method of social work as well as its practice implications for developmental social work. From this literature survey structured and unstructured questions were formulated and compiled in an interview schedule. This measurement instrument was utilised to explore how social workers can facilitate the social integration of communities through community intervention strategies. From the analysis of the results of the empirical study, social work practice guidelines on the facilitation of social integration on community level were formulated.



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## OPSOMMING

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Huidige Suid-Afrikaanse welsynsbeleid asook kontemporêre plaaslike en internasionale literatuur en navorsing plaas verhoogde klem op die proses van maatskaplike integrasie en die vorming van sosiale kapitaal as een van die uitkomst van 'n sosiale ontwikkeling benadering en 'n kern praktyk element van ontwikkelingsgerigte maatskaplike werk. Tans is daar nog min navorsing gedoen wat poog om die praktyk implikasies, wat die skuif na 'n ontwikkelingsgerigte benadering vir maatskaplike werk inhou, te dokumenteer. Die doel van hierdie studie is om maatskaplike werk praktykryglyn vir die fasilitering van maatskaplike integrasie op gemeenskapsvlak te formuleer. Die studie vergestalt dus 'n poging om die rol van maatskaplike werkers in die strewe na die maatskaplike integrasie van gemeenskappe te probeer verhelder, asook om aan maatskaplike werkers waardevolle riglyn te voorsien rondom die praktiese realisering van hierdie kern element van ontwikkelingsgerigte maatskaplike werk. Ten einde nuwe insigte te ontwikkel en belangrike konsepte binne hierdie relatief onbekende navorsingsveld te klarifiseer, is 'n verkennende navorsingsontwerp gebruik. Die universum vir hierdie studie het bestaan uit praktiserende maatskaplike werkers in diens van welsynsorganisasies in die Kaapse Metropool wat deur die Provinsiale Departement van Welsyn subsidieer word. Vanuit die universum is 'n steekproef getrek deur beide waarskynlikheid- en nie-waarskynlikheid steekproef trekking prosedures te benut. Die studie was beide kwalitatief en kwantitatief van aard en in-diepte onderhoude is gebruik as metode van data-versameling.

Die onderhoude was gevoer aan die hand van onderhoudskedules wat op grond van die literatuur ondersoek opgestel is. In die literatuur ondersoek is die verhouding tussen die sosiale ontwikkeling benadering tot welsyn en maatskaplike integrasie ondersoek, asook kern areas vir die maatskaplike integrasie van Suid-Afrikaanse gemeenskappe identifiseer. Verder is gemeenskapsintervensiestrategieë as 'n kern metode in die maatskaplike werk, asook die implikasies daarvan vir ontwikkelingsgerigte maatskaplike werk, bespreek. Die onderhoudskedule is gebruik om te eksploreer hoe maatskaplike werkers deur middel van hulle gemeenskapswerk intervensie kan bydrae tot die fasilitering van maatskaplike integrasie. Die versamelde data is analiseer en maatskaplikewerk praktykryglyn vir die fasilitering van maatskaplike integrasie op gemeenskapsvlak is geformuleer.



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## ACKNOWLEDGEMENTS

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I wish to express my heartfelt gratitude and appreciation to the following persons who enabled me to complete this thesis:

- ▶ My heavenly father for blessing me with an academic mind and a passion for my country, South Africa, and its people
- ▶ My wife Celeste, for her tireless encouragement, patience, support and irrevocable love and belief in me
- ▶ My faithful friend and mentor, Dr. Lambert Engelbrecht, for support and inspiration
- ▶ All my family and friends for their motivation and providing me with the emotional space to complete this study
- ▶ Colleagues and friends at the Huguenot College, especially, Dr De Wet Schutte, for intellectually challenging discussion and exchange
- ▶ Deirdre Conway for her proficient editing of this thesis
- ▶ Prof. Sulina Green, my supervisor, for her sincere and thorough guidance and assistance
- ▶ The participating social workers in this study, for allowing me to share in their practice experiences

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## **Chapter 1: INTRODUCTION TO STUDY**

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### **1.1 INTRODUCTION**

The achievement of a negotiated political settlement in South Africa, which reached its symbolic climax with the first democratic elections and adoption of a democratic constitution, has been hailed by the world as a modern miracle. In this new post apartheid context, South Africans are faced with immense challenges, posed by a common past, which was characterized by alienation, violence, injustice and the disordering of human relationships.

The quest for reconciliation, social integration and the social reconstruction of society are central national endeavours. This point is acutely articulated in the closing clause of the constitution, which states that: “The pursuit of national unity, the well-being of all South African citizens and peace, require reconciliation between the people of South Africa and the reconstruction of society” (Constitution of the Republic of South Africa, 1996)

With the adoption of a social development approach to welfare, South African social workers are challenged to become engaged in the wider socio-economic, environmental and geo-political arenas in order to contribute to social development and social integration (Ferguson Brown & Partab, 1999:138). According to Midgley (1986:6), social development approaches promote the introduction of social welfare programmes that directly contribute to economic development. This author’s view is that this can only be attained through adopting policies which promote the mobilization of human capital and enhance social capital formation.



Social capital is a resource derived from the density of social relationships and social cohesion within communities. To this cooperation, relationships, affiliation and networks existing in communities are referred to as social integration. Therefore, interventions aimed at facilitating social integration, directly contributes to the formation of social and human capital, which in turn could lead to economic development of communities.

Research that was done in Italy indicated a direct correlation between economic development and social integration (Putnam, Leonardi & Nanetti, 1993). These researchers argue that social integration, which they define as the ability of communities to create cooperative and “dense” social relationships, is a key element in successful economic development.

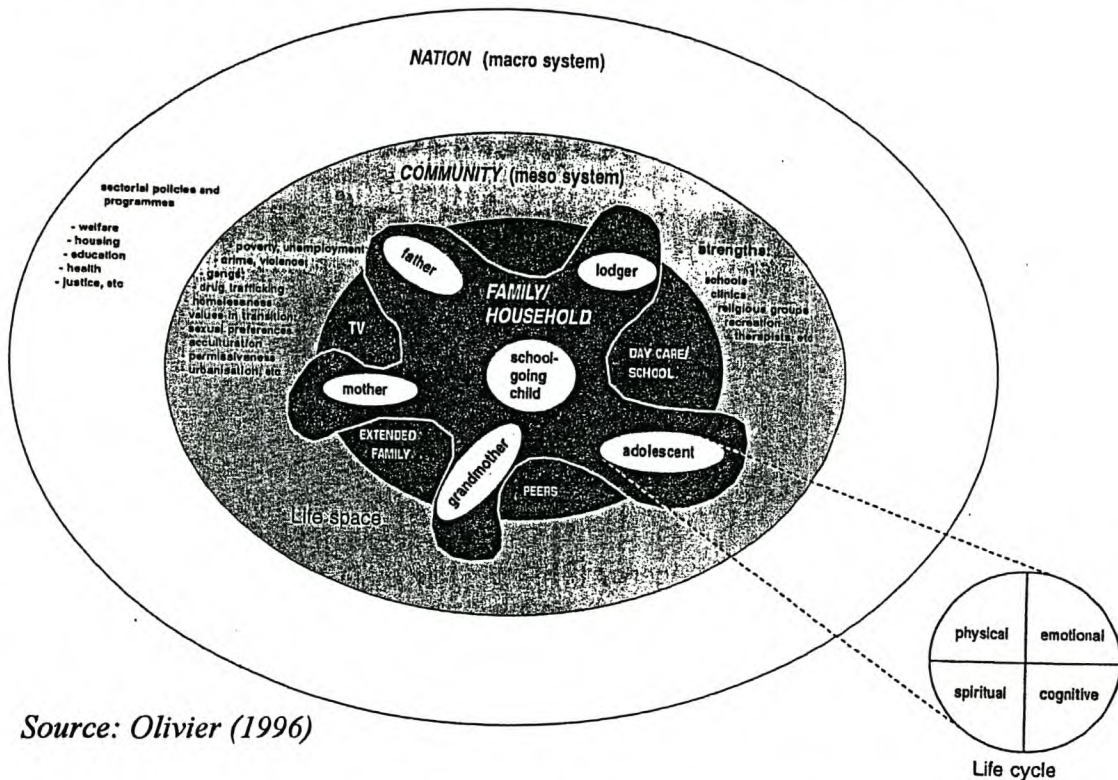
In the White Paper for Social Welfare (1997:37), the importance of social integration is also emphasised. It promotes welfare programmes that enhance social integration by promoting tolerance among all people, respect for diversity and reconciliation. It further states that a humane, stable and just society can only be built through social interventions, which will address alienation and reconciliation of South African communities. It recognises that these core focus areas (e.g alienation, intolerance, and social distance) needs to be addressed in order for social workers to effectively facilitate the social integration of communities.

Lual Deng (1998: 200) identifies social integration as one of the three key elements of social development and also defines the term within an African context. For him, social integration means integrating various communities with varying conviction into a single multiple identity, and also blending traditional African values and institutions with the imperatives of modernity. This operational definition is particularly applicable to the diverse and plural South African society. In saying this, it is also important to caution against an overemphasis on unification, social integration and the possible error of “a melting pot” (MacKintosh, 1998:121). Discussing the application of anti-discriminatory social work practice in South



Africa, this author calls on social workers to be sensitive to both cultural differences and similarities.

Another author on the subject, Olivier (1996:29), not only agrees that social integration is a prominent feature of the social development approach, but also interprets and articulates its implications for social work practice as follows: “. . . where the focus of programmes in the past was mainly on the life cycle and individual, the focus of future programmes will have to be on the community (meso-system) and the life space.” His views are presented in the following figure.



**FIGURE 1.1: A Conceptual framework for social integration**

This author uses systems theory to analysis and explain that interventions with individuals and families (on the micro-level) always take shape and exist within the context of the larger community (meso-level). The community provides the resources, opportunities, value base and support networks, in other words the “life space”, in which the micro system can meaningfully grow and develop. Individuals

and families can therefor only be defined in terms of their affiliation to and existence within a larger community.

The historical purpose of social work has always been regarded as the promotion and restoration of social well-being, the elimination of discrimination and the creation just social environments for individuals, groups and communities (NASW, 1981:6; O’Niel & McMahon, 1996:7; Fouché & Delport, 2000:127). This is reflected in the newly adopted international definition of social work that states that: “ the social work profession promotes social change, problem solving in human relationships and the empowerment and liberation of people to enhance well-being” (IFSW , 2001).

From the above discussion it could be concluded that, building just and healthy communities, is one of the key performance areas in the concretisation of developmental social work in South Africa. Social integration will form one of the central aspects of these community building processes. Authors such as Gray (1996:12); Olivier (1996:29); and Terblanche and Tshiwula (1996: 21) suggest a more extensive utilisation and implementation of community centred strategies as one of the ways in which the goals of developmental social work could be effectively attained.

It is therefor clear that a research study on the facilitation of social integration on community level is very relevant and important. It can make a valuable contribution in clarifying the ways in which the economic, social, growth and development ideals, proposed by the social development approach, and consequently by developmental social work, can be realized. It will also contribute to what authors like McKendrick (1990:17) and Sewpaul (1997:7) call the indigenisation and authentisation of social work practice in South Africa.



## 1.2 MOTIVATION FOR THE STUDY

The attention that welfare legislation, recent literature (see Putnam et al., 1993; Gray, 1996 and Fouché & Delport, 2000) research are giving to the process of social integration, highlights its importance as one of the key practice elements of developmental social work. The acceptance of a developmental approach to social welfare in South Africa is already well documented (Midgley & Lovemore, 1997). On the contrary, very little research has been undertaken to illuminate the practical implication it has for social work practice. Midgley (1998) challenges South African researchers to thoroughly document the changes in social work practice brought about by the transition to a social development approach.

A few South African studies have recently been undertaken by researchers such as Middleton (1997), Demas (1998) and Mashaba (2000), which focus on the new roles, functions and practical innovations brought about by the developmental social work approach. Most of these studies were limited to specific geographical areas or specific practice settings, for example local authorities. In the preliminary review no recent studies could be found that specifically focus on the social worker's facilitation of social integration on community level.

In another study undertaken by Fouché and Delport (2000), the impact of social workers' interpretation and perception of the concept social development on social work practice in South Africa were explored. In the findings of this study it was recommended that: "The focus of debate and practice activities should furthermore be on the exploration of elements central to the concept social development . . . in an attempt to enhance the implementation of social development on all intervention levels" (Fouché & Delport, 2000:136).

It is as a result of the arguments, motivations and research findings of the abovementioned authors that this study has been undertaken. A research study on how social workers could contribute to the national thrust toward the social integration of



South African communities and provide valuable guidelines to practitioners on the practical realization of this pivotal element of developmental social work.

### **1.3 PURPOSE OF THE STUDY**

The goal of the study is to formulate social work practice guidelines on the facilitation of social integration on community level.

The objectives of the study are:

- 1.3.1 to explain the relation between the social development approach to welfare and social integration and to identify core focus areas of social integration for South African communities.
- 1.3.2 to discuss community centred intervention strategies as a core method of social work and its practice implications for developmental social work.
- 1.3.3 to explore how social workers can facilitate the social integration of communities through community intervention strategies.
- 1.3.4 to make recommendations based on the analyses and conclusions on how social work practice can contribute to the facilitation of social integration on community level.

### **1.4 DELIMITATION OF THE STUDY**

This study is not meant to examine and analyse every aspect of social integration. It will primarily focus on feelings of social and emotional connectedness and the density of social relationships within and between communities, as aspects of social integration. This is done within the context of South Africa, a country in transition from a reality of cultural, economic, geographical and social division and alienation to

one of unity, harmonious relationships and a collective sense of destiny.

In a study of this limited scope, it is also not possible to include all activities of social workers in the wider South African context in relation to social integration, hence the focus on social workers practising within the Cape Metropolitan area as the target population. The social workers included in the study, are employed by welfare agencies from both the governmental and non-governmental sector. Agency settings such as private practices and specialized welfare agencies was not be included.

## **1.5 RESEARCH METHODOLOGY**

In this section the research design, the research sample, the sampling strategies and the methods of data-collection will be described.

### **1.5.1 Research design**

The purpose of the research is to explore the social integration of communities as an important aspect of the social development approach to welfare, and to determine the contribution of social work practice in this regard. An exploratory design was therefore utilized. According to Grinnell (1988:235), Mouton and Marais (1990:43), Royse (1991:43) and Babbie (1992:90-91) an exploratory study is undertaken when inadequate knowledge on a subject exists.

The aim is therefore to gain new insights and to clarify central concepts relating to the unfamiliar research areas. The researcher is applying this design to determine the nature of social integration within the context of South African communities and the current welfare policy, in order to formulate guidelines for social work practice.

### **1.5.2 Population / Universe**

According to Grinnell (1985:133), a fundamental prerequisite for good sampling is to



accurately specify the population from which the sample will be drawn. The study population (universe) is the totality of persons, events, organizational units, reports or other sampling units with which the research problem is concerned.

The population (service delivery points) for this study will consist of practising social workers in welfare agencies that is subsidised by the Department of Social Services within the Cape Metropolitan area. These agencies is categorized by the Department of Social Services as “category A” service agencies, or agencies that implement community based programmes. A total number of 291 social workers, who deliver services to communities from approximately 47 offices (service delivery points) within the metropolitan area of Cape Town, are employed by these agencies.

### **1.5.3 Sampling units**

A sampling unit is an object, event or person that is the subject of study, and the population is composed of the totality of sampling units (Grinnell, 1988:133; Bailey, 1994:83). For the purpose of this study the sampling units were social workers practising in the social welfare service agencies (category A service agencies) delivering services in the Cape Metropolitan area.

### **1.5.4 Sampling strategy**

In this study the researcher is utilizing sampling strategies from both the probability and the non-probability sampling procedures.

The researcher included social workers from all organisations from which permission were obtained to partake in the study. Due to the limited scope of the study and reasons of availability, the researcher selected a sample of 25 % (12) of the offices (service delivery points) to be included in this study. From each office then, one social worker was selected to serve as a respondent in this study. Although one social worker was selected from each office, the data collected from them indirectly reflects

the views and practices prevalent in the larger setting of that specific office and that of the organisation where they are employed. The respondents were selected as follows:

Firstly, the required number of “service delivery points” (offices) was randomly selected from a list, that was obtained from the Department of Social Services, utilising a computer generated table of random numbers.

Secondly, in order to obtain specific information from clearly identified social workers, the non-probability purposive or judgmental sampling method was utilized. As such, the sample procedure required of the researcher to use his judgement in purposefully selecting respondents who were, based on their practice experience and training, best suited to answer the research questions (Grinnell & Williams, 1990:126; Cresswell, 1994:148; De Vos, 1998:198). In each of the service delivery points or offices one (1) social worker was purposefully selected to complete the interview schedule, based on his or her knowledge of and involvement in community centred intervention strategies and the new developmental welfare paradigm.

#### **1.5.5 Method of data-collection**

As previously mentioned this study is both qualitative and quantitative in nature. Based on the literature, the researcher compiled an interview schedule, which included structured and unstructured questions, to be completed by the respondents.

### **1.6 LIMITATIONS OF THE STUDY**

Due to the limited scope of the study, the findings cannot be generalized to all social workers in South Africa. The utilisation of a purposive sampling procedure also decreases the probability of being able to generalise the findings.

Another possible weakness is that the collected qualitative data could be subjected to different interpretations. The interpretation reflected in the study is directly linked to



the researcher's own philosophical and theoretical paradigm, as described in previous sections of this chapter.

## **1.7 CONCEPTUALIZATION**

Due to the existence of varied approaches to and definitions of key concepts used in the study, some clarification is needed to illustrate the researcher's theoretical framework. Researchers provide definitions of terms in order to clarify their own thoughts about the research, to accurately communicate the findings and to add to the scientific precision of the study (Firestone, 1987:17; Wilkenson, 1991:22). In this section some key aspects relating to the area of research will be defined.

### **1.7.1 Social development**

"Social development is a process of planned social change designed to promote the well-being of the population as a whole, in conjunction with a dynamic process of economic development" (Midgley, 1995:25). According to this author, it constitutes a developmental perspective on social welfare, which attempts to harmonise social policies with measures designed to promote economic development (Midgley, 1995:1-2).

### **1.7.2 Social welfare**

Social welfare is defined by the White Paper for Social Welfare (1997:5) as an integrated and comprehensive system of social services, facilities, programmes and social security to promote development, social justice and the social functioning of people. It reflects a condition that connotes economic, social, political, physical, mental, emotional, spiritual, economic and recreational prosperity, well-being and health, as well as an opportunity for development and self actualisation that exists for individuals, families, communities and societies (Zastrow, 1993:2; Thackeray, Farley & Skidmore, 1994:3; New Dictionary of Social Work, 1995:59; Midgley 1995: 13-14).

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### **1.7.3 Developmental social work**

For Gray (1996:10-11) developmental social work is a type of social work that regards welfare as an investment in human capital and which includes non-remedial forms of intervention. It promotes equality, people-centeredness and welfare as a human right, and uses populist forms of intervention, including community development, as a means to prevent social problems.

### **1.7.4 Social integration**

The White Paper for Social Welfare (1997:37) defines social integration in terms of outcomes and programmes when it states that: “A humane, stable and just society can only be built through social intervention which will address alienation and marginalization of large sectors of the population.” It calls for programmes that will promote tolerance, respect for diversity and reconciliation among all people (and communities). Putnam et al. (1993) link the term to the formation of social (human) capital, that is, the ability of communities to create cooperative and “dense” social relationships conducive to productive economic development.

### **1.7.5 Social capital**

Social capital is viewed as the resource derived from people’s social ties (Bourdieu & Wacquant, 1992:119; Morrow, 1999:747). It comprises of the social relationships, networks and the sense of belonging, solidarity and equality among people within the wider community and societal context (Coleman, 1988; Putnam, 1993).

### **1.7.6 Community centred strategies / community practice**

This term connotes the method of social practice more generally referred to as community work, community organization, community development, social action, social planning, neighbourhood work and social community work. Community



centred strategies, as a primary method of social work, consists of various helping acts aimed at the community system with the purpose of affecting social change, through the application of specific practice models (Weyers, 1999:18).

## **1.8. PRESENTATION OF STUDY**

The thesis will be presented as follows:

*Chapter One* is comprised of the introduction to the research report. Aspects such as the motivation for the study, purpose and goals, and research methodology are discussed.

*Chapter Two* explains some aspects of the relation between the social development approach to welfare and social integration. It also highlights specific focus areas for social integration of South African communities.

*Chapter Three* focuses on a theoretical discussion on community centred intervention strategies as an internationally acknowledged social work method, and its practice implications for developmental social work.

*Chapter Four* is the empirical study. The collected data is analysed and described in order to formulate conclusions and recommendations.

*Chapter Five* contains the conclusions and recommendations, based on the empirical study.

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## **Chapter 2: SOCIAL DEVELOPMENT AND SOCIAL INTEGRATION**

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### **2.1 INTRODUCTION**

The legacy of the past, the current economic crisis and political and social changes have generated great social costs and consequent social disintegration in South Africa (White Paper for Social Welfare, 1997:37). This is one of the reasons why the South African Social Welfare Policy promotes a developmental approach, of which social integration is a prominent feature.

In order to analyse the contribution of social workers to the social integration of South African communities, it is essential to theoretically examine the relationship between social development and social integration. In order to achieve this, the first purpose of this chapter will be to give a short analysis of social development as an approach to social welfare. Secondly a multidimensional conception of the term social integration will be presented. This will be followed by a discussion on the relationship between social development, social integration and the formation of social capital. The chapter will be concluded with a discussion on how social integration specifically applies to the South African context, through an analysis some of the key focus areas that social integration efforts and processes should address.

### **2.2 THE SOCIAL DEVELOPMENT APPROACH**

According to Midgley (1995:25) social development can be defined as: “ a process of social change designed to promote the well-being of the population as a whole in conjunction with a dynamic process of economic development. This approach to social development transcends the residualist-institutional debate by linking social welfare goals directly to economic development policies and programmes (Midgley, 1995:25; Lombard,



1996:165; Terblanche & Tshiwula, 1996: 19). Social development is an approach to social welfare that seeks to promote people's welfare by creating governmental social programmes that enhance the well-being of citizens through the provision a variety of social services (Midgley, 1995:21).

Traditional models of social welfare reflect two conflicting views on the role of social welfare in society, namely the residual and institutional views (Wilensky & Lebeaux, 1965; Titmus, 1974). Midgley (1995:25) describes the social development approach as a third model to social welfare which promotes a developmental perspective in social welfare. It can also be viewed as a normative concept which creates a vision of a "good and healthy" society and citizenry (Gray, 1997:214).

The most distinctive feature of social development is "its attempt to harmonize social policies with measures designed to promote economic development" (Midgley, 1995:21). The approach is built on the premiss that social development is the foundation of economic prosperity, and that economic growth is necessary for social development. In his theory building on the economic dimensions of social development, Midgley (1995) have drawn from the work done by authors such as Titmuss (1963,1974), Boulding (1967) and Piachaud (1989) on the subject. As Birdsall (1993:19) concludes in her research studies on social welfare programmes and economic development: "investing in social development is good economics".

The social development approach is the current paradigm for social welfare policy and social work in South Africa. This is stated in the White Paper for Social Welfare (1997:5) as follows: "One of the aims of the new policy is to facilitate the provision of appropriate developmental social welfare services to all South Africans, especially those living in poverty, those who are vulnerable and those with special needs. Although the developmental approach to social welfare have been widely accepted in South Africa, consensus regarding the interpretation of the concept is still needed to fully understand the developmental context of social welfare and its implications for social work practice (Fouché and Delport, 2000:128). This study is an attempt to contribute to the process of

clarifying some of practice implications of the developmental perspective on social welfare for social work practice.

Social development, as a macro-policy perspective aims to provide solutions for dealing with poverty in society. Given the socio-economic context of the country, the shift to a developmental approach to social welfare in South Africa seems a rational and logical one. In order to develop a better understanding of its applicability and relevance, a short discussion on some of the key characteristics of social development will follow.

### **2.2.1 Key characteristics of the social development approach**

Gray (1997:213) states that the social development approach constitutes an attempt to synthesise statist, communitarian and individualistic notions into an inclusive pragmatic approach. It has a planned interdisciplinary and multisectoral focus that requires all sectors of society working together toward social development (Midgley, 1995; Gray, 1996; Nielson, 1996). Although it is both universal and inclusive, a central feature is its specific focus on the poor, the most needy, the least powerful, the vulnerable and disadvantaged population groups (Osei-Hwedie, 1990; Patel, 1992, Midgley, 1995).

Another feature is the emphasis on grassroot participation. This entails the participatory role of people in change which will result in improving the overall quality of life (White Paper for Social Welfare, 1997: 10; Gray, 1997:212). It is also consensus-based and rights-based and underwrites principles such as equity, accessibility, non discrimination, social transformation, appropriateness, *ubuntu* and sustainability.

Social development, as an approach to welfare, provides specific guiding principles, priority issues and strategies and mechanisms to translate reconstruction and development principles in South Africa, into tangible social welfare programmes. These principles, priorities and strategies should infuse social work practice, in order for the profession to be effective in rendering social welfare services that is truly developmental in nature.

In order to illuminate the relationship between social development and social integration,



it is necessary to explore some of the outcomes and goals of the social development approach. This will be done in the following discussion.

### **2.2.2 Goals and outcomes of the social development approach**

Social development is also distinguished from other approaches by the specific goals and outcomes it pursues. In analysing different theoretical contribution in this regard, Midgley (1995:95) concludes two broad goal categories of social development, namely “material” and “ideational” goals. He also states that although these two distinctive views is upheld in literature, it actually constitutes a very artificial distinction. The facilitation and enhancement of human welfare centres around the satisfaction of material needs, as well as the promotion of non-material ideals such as cultural, relational, political and other qualitative aspects of life (Midgley, 1995:96).

In terms of the materialist perspective, the improvement of people’s material conditions through job creation and poverty reduction programmes is a primary goal (Patel, 1992; Midgley, 1995:160). It also pursues the economic growth and income generation for individuals, infrastructural development and the equitable distribution of welfare resources and services as key materialistic outcomes (Gray, 1997:213; Ife, 1999:133).

To the “non-material” or “ideational” goals of social development, Jim Ife (1999:138) refers to as processes of “social animation”. He describes this as goals or social welfare programmes aimed at enhancing the actual quality of social interaction within a community, rather than the direct provision of resources or services. Midgley (1995: 95-96) identifies the improvement in human interaction, community participation, peace and security, social solidarity, tolerance, human and social capital formation and social integration as some of the “non-materialistic” goals of social development.

It is this focus of social development on facilitating social cohesion (Midgley, 1995), the interaction between community members in their everyday life, (Ife, 1999:138) and social integration (Putnam et al., 1993), that the researcher is interested in. The social integration

of communities is clearly one of the goals that the social development approach seeks to attain. This research study is an effort to illuminate the ways in which South African social workers, practising within the developmental framework of the White Paper for Social Welfare (1997), could facilitate social integration on community level.

In order to achieve this, a theoretical analysis of the term “social integration is necessary. A short overview on classical and recent literature on the term “social integration” will follow.

### **2.3 SOCIAL INTEGRATION DEFINED**

According to Gough and Olofsson (1999:13) the term social integration has since 1964 become central in theoretical discussions about relevant dimensions in society. Social theorist like Lockwood (1964) and Habermas (1973) and more recently Giddens (1984) and Mouzelis (1991) have done extensive work on illuminating the concept of social integration.

The word “integration” comes from the Latin '*integer*' which means whole, complete or essential (Gough & Olofsson, 1999:13). Influenced by their context, authors have developed different perspectives on and definitions of the term social integration. The sociologist, David Lockwood, coined the term social integration in 1964, which he defines as the more or less orderly or conflicting relationships between actors of society (Lockwood, 1992:400). For Habermas (1993:14) social integration should be seen in its relation to institutionalised systems, where speaking and acting subjects are socialised. In his analysis of aforementioned and other sociological definitions provided by authors such as Giddens (1984:28), Mouzelis (1991:107) and Mortenson (1999:34), he identifies the following aspects of social integration, namely:

- it can be analysed on the interpersonal (between individuals) and personal (within an individual) levels,
- it focusses on how groups, collectivities and organizations act, and



- it can be regarded as institutions (eg. structure of cultural world views) and as processes (eg. communication and interaction between individuals or organisations).

From these definitions it could be deducted that social integration functions and could be analysed, facilitated and enhanced on the micro (personal and interpersonal), meso (groups) and macro (collectives and organizations) levels. Furthermore it could be viewed as both institutions and processes.

### **2.3.1 Types or dimensions of social integration**

Fellin (1995:250) cited Landecker's (1951) classical distinction of social integration into four subtypes. Landecker distinguishes between cultural integration or consistency among the standards of a culture; normative integration or conformity in the group to cultural standards; communicative integration or the exchange of meaning throughout a group; and functional integration or the level of interdependence through the exchange of services.

In the post-segregation era, American social scientists gave heightened attention to research and theoretical debate on social integration. In an effort to counter the effects of housing discrimination and other social forces creating residential segregation, different approaches, programmes and projects were implemented and recorded to achieve what they referred to as "community residential integration" and "racially more diverse communities" (Hirsch, 1992; Klibanoff, 1984; Saltman, 1991). This structural and population related dimension of social integration, is of much relevance to the South African context. This focus on diversity and ethnic integration is also found in the writings of many African authors on the theme of social integration on community level. An example is the contributions by Lual Deng (1998:200) who identifies social integration as one of the key features of his conceptualized "new model for African development". He identifies two levels of social integration, which are intertwined and positively reinforcing: Firstly the integration of social concerns in macro-economic frameworks, and secondly the integration of communities and institutions with varying convictions and value systems into

a single multiple identity.

Lloyd (1967:91) and Landell-Mills (1992:3) also support the idea that social integration processes especially in African (South African) communities, should encompass the blending of traditional African values with the values of modernism. Here the “*ujamaa*” (social unity) philosophy of Tanzania, the Dinka institution of “*cieng*” (unity and harmony) and the “*ubuntu*” (sense of community) principle of Southern Africa are indicated as some examples of traditional values. These authors agree that such a process of social integration will achieve social cohesion, stability and harmony and nurture the development of civil associational life in African communities, ultimately addressing two of the leading development issues in African (South African) communities - reducing poverty and resolving internal conflict.

### **2.3.2 Features of social integration**

Social integration relates to the social relationships, established social networks and the extent to which people feel attached to and participate in social institutions of a community (Choldin, 1985; Coleman, 1988; Padilla, 1990). Sherraden and Ninacs (1998:32) describe this as 'extensive associational engagement' at the local level.

The ideas encapsulated by these authors are echoed in what Van Huysteen (1995:2) views to be some of the challenges facing South African social workers today, namely “developing social awareness” and “the construction of a real society”. Others like Cronjé (1991) and Patel (1991) have similarly stressed the role of social workers in actively promoting cooperation, fellowship, reconciliation, nation-building and enhancing mutual acceptance and meaningful co-existence.

If the definitions on social integration in this discussion are analysed, they could be illustrated by the conceptual matrix reflected in table 2.1 (see on page 20).



**TABLE 2.1: A definitional framework of social integration**

Social Integration			
Views	Levels	Dimensions	Features
process	micro: personal, inter-personal	cultural normative(values) communicative functional	social relationship social network feelings of attachment sense of community social unity
institutions	Meso: groups and families	structural ethnic	
	Macro: organizations, institutions, communities collectives	economic	harmony participation communication interdependence

The framework presents a conceptual analysis that defines social integration in terms of different views, levels, dimensions and features. It suggests that social integration could be viewed as both processes and institutions that should focus on the micro, meso and macro levels of society. It functions and could be enhanced on different dimensions of the community such as culture, values, communication, ethnicity, structures and the economy. It's prevalence within and between communities is constituted by features such as the existing social relationships, feelings of attachment, a sense of community and belonging, social unity, participation and interdependence.

By focussing their community intervention strategies on the facilitation of social integration, social workers will contribute to the construction of a humane, stable and integrated society and communities, as envisioned in the Constitution of South Africa (1996) and the White Paper for Social Welfare (1997).

The social integration of South African communities is one of the core outcomes that is emphasised in the White Paper for Social Welfare (199:37). It is consequently important

to examine the relationship between the social development approach, as the underlying philosophical approach of the White Paper for Social Welfare, and social integration. In the following discussion some aspects of the relationship between the social development approach and social integration will be discussed.

## **2.4 THE SOCIAL DEVELOPMENT APPROACH AND SOCIAL INTEGRATION**

The social development approach to social welfare encourages the formulation of policies and programmes that contribute positively to social and economic development (Midgley, 1995:159). As deliberated in the previous chapter, some proponents of social integration theory, advocates that there is a causative relationship between social integration and socio-economic development. This clearly indicates a link between the social development approach, with its focus on social and local economic development, and social integration.

The practice implications for developmental social work could therefore be conceptualised as follows: Developmental social work should encompass the utilisation of intervention strategies which enhance and facilitate social integration, in order to contribute to the ideals of economic and social development, proposed by the social development approach. The following discussion will provide a more critical analysis of this link between social integration, the social development approach to welfare and developmental social work.

### **2.4.1 Social integration and the formation of social capital**

One way of explaining the link between social integration and economic development, is with the concept “social capital”. Although this term was popularised by authors such as Putnam (1993, 1995), it was introduced into the social sciences vocabulary much earlier on by theorists such as Coleman (1988, 1990) and Bourdieu (1986), as part of their efforts to synthesize individualist and sociological traditions (Morrow, 1999:744; Sherraden and Ninacs, 1998:30-31).



## **2.4.2 Social capital defined**

In the literature (Bourdieu, 1986; Coleman, 1988; Putnam, 1993 and Narayan & Cassidy, 2001) different premises and views on social capital are found. Some of the views held by these authors will shortly be discussed.

### **2.4.2.1 Views on social capital**

Firstly, James Coleman (1988) views the concept “social capital” as the social relationships, ties and networks established among people within the wider societal context. According to this definition of the term “social capital”, social systems with a high degree of social capital have well-developed social networks and functions more effectively than those with limited social capital. He also argues that there is a direct relationship between the volume of social capital and economic development.

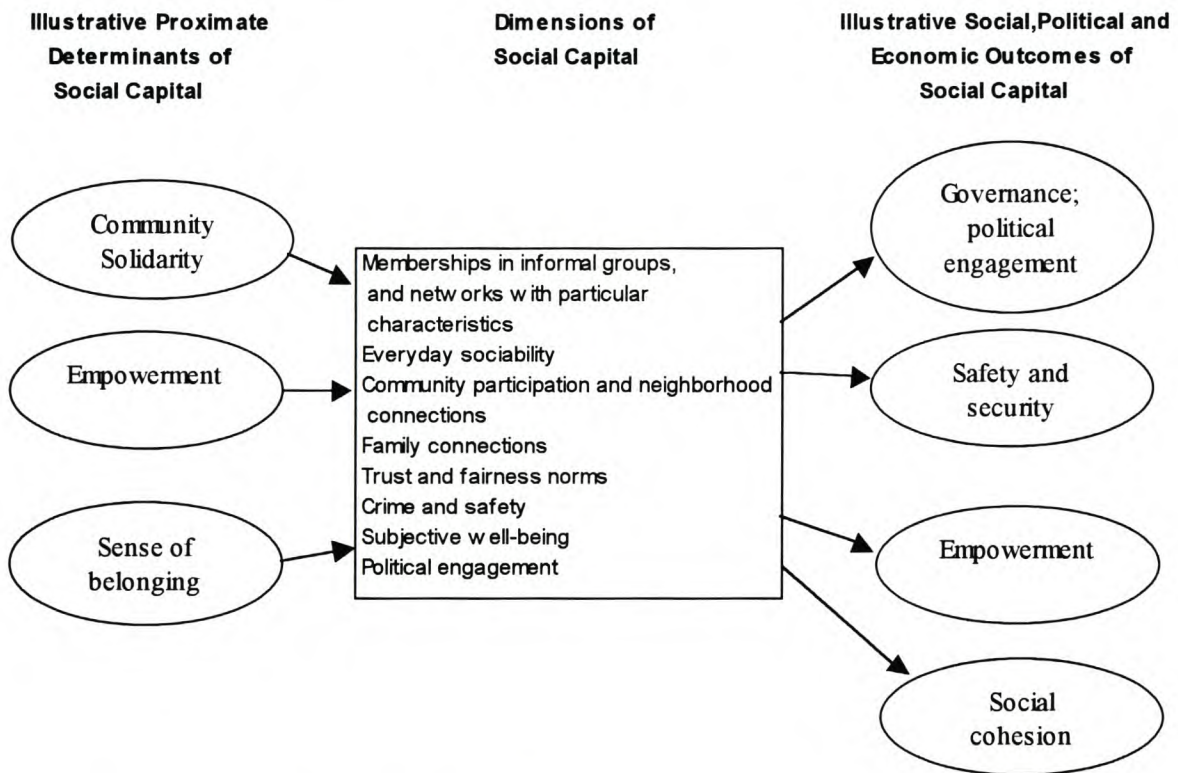
A second viewpoint developed by Bourdieu (1986:252) gives a more complex analysis of the term. He differentiates between social capital and what he refers to as cultural capital. Although he too recognises the role of social networks and connectedness, he further argues that “economic capital is at the root of all other types of capital”.

Thirdly, Robert Putnam (1993), in keeping with Coleman’s thinking, conceptualises “social capital” as comprising of the following components:

- networks, which together constitute the civic community,
- people’s sense of “belonging” to the civic community, together with a sense of solidarity and equality with other community members,
- norms of cooperation, reciprocity and trust, which governs the functions of these networks, and
- positive attitudes towards the institutions of society as well as civic participation and engagement.

This author emphasises the relational dimensions of social capital. He views the existence of social ties within and between members of communities and between different communities as the central ingredient of social capital formation. For these relationships to be beneficial and an asset to the community, it should be based on mutual trust, cooperation, reciprocity and equality. The facilitation and enhancement of the associational activities and social networks in and between communities, will therefore contribute to the formation of social capital.

A fourth attempt at illuminating the term “social capital” is found in a recent comparative study by Narayan and Cassidy (2001: 65). They proposed a framework that defines social capital in terms of its determinants, dimensions and outcomes. Figure 2.1 is a simplified version of their framework.



*Source: Narayan and Cassidy (2001)*

**FIGURE 2.1: Social capital measurement framework**

They argue that the level or degree of social capital within any given community is



determined by the levels of community solidarity and empowerment and the sense of belonging experienced by community members. The level and existence of social capital is concretised in everyday community life and the interaction between community members. This relates to aspects such as membership and participation in informal groups, networks and community affairs and family life. It is also constituted by the feelings of well-being, safety, fairness and mutual trust that members of communities experience. Social capital within communities is also visible in the level of political engagement and everyday sociability demonstrated by community members. They continue their argument by concluding that social capital could result in social, political and economic outcomes or gains for communities. This include outcomes such as engagement in political and governance processes, safety and security, empowerment and social cohesion within communities.

This analysis provides a useful practice guidelines for South African social workers on some of the aspects of community life that should be included as focal points in their intervention, if they want to facilitate social integration and the formation of social capital. The framework also implies that by focussing intervention on these dimensions of social capital, social workers contribute directly to the achievement of real economic and other outcomes gains for communities.

From the discussed definitions it is clear that social capital primarily relates to the relationships, networks, interconnectedness, solidarity and cohesion that exists within communities. It could be viewed as a resource derived from people's social ties (Bourdieu and Wacquant, 1992:119; Morrow, 1999:747). Therefore, attempts and interventions focussed on enhancing social integration of communities, will inevitably result in an increase in the social capital of such communities. As a community resource it has the potential to facilitate the more effective functioning of communities and also to contribute to economic development. In other word, it constitutes the ability of communities to create cooperative and "dense" social relationships conducive to productive economic development.

This study seeks to gain a better understanding of how social workers can contribute to



the facilitations of social integration of communities. In other words, it examines the contribution of social workers to the formation and enhancement of the social relationships, networks, cohesion, solidarity and sociability within and between communities, hence contributing also to economic development, as emphasised in the White Paper for Social Welfare (1997).

Given this short analysis of the concept “social capital”, some important characteristics of social capital will now be discussed. These characteristics will illuminate its applicability and relevance to the current South African social and economic context.

#### 2.4.2.2 Key characteristics of social capital

A wide range of key characteristics or traits of social capital is identified by various authors on the subject (see Harker, Mahar & Wilkes, 1990; Portes, 1998; Sherraden & Ninacs, 1998; Grooteart, 1999; Narayan & Pritchett, 1999 and Grooteart & Narayan, 2000).

Harker, Mahar and Wilkes (1990) state that the key characteristic of social capital is its convertibility - it may be translated into other forms of capital such as financial capital. Sherraden and Ninacs (1998: 35) caution that the creation of social capital is just the first step in promoting local economic development. They encourage social workers to not only enhance social capital, but to also specifically direct social capital toward economic activities.

Another intrinsic characteristic of social capital is that it is relational. This is aptly captured by the words of Portes (1998), who states that: “Whereas economic capital is in people’s bank accounts, social capital inheres in the structure of their relationships. To possess social capital, a person must be related to others, and it is these others, and not him/herself, who are the actual source of his or her advantage”. Recent research studies by Grooteart and Narayan (2000), Narayan and Pritchett (1999) and Grooteart (1999) have found that while social capital is relational, its influence is most profound when these relationships exist among heterogenous groups. These findings have specific relevance and



applicability to the South African process of nation-building and bridging of the social distance between diverse, alienated and heterogeneous communities and groups. It is therefore not simply an issue of the extent to which people are connected to others, but also the nature (essence) of those connections (Narayan and Cassidy, 2000:60).

#### **2.4.3 Criticism and problems of social capital theory**

Although social theorists generally emphasised the positive role that social capital theory can play, some criticism has been levelled at the arguments of authors such as Bourdieu (1986), Putnam (1993) and Coleman (1986).

The first point of criticism relates to recent research findings by Portes and Landolt (1996), Gacitua-Mario (1998), Junho Pena and Lindo-Fuentes (1998) and Grooteart and Narayan (2000) in Latin American countries and the USA. In these studies the notion that there is a direct causative relationship between social capital and economic development is challenged. They found that in poor communities, people usually rely on their social and family ties for economic survival. Although there is considerable social capital in poor communities (e.g. ghetto areas, indigenous rural communities), the assets obtained through it, seldom allow them to rise above their poverty. Their conclusion is that there are other factors like the absence or inaccessibility of government provided infrastructure, the role and influence of powerful people and or institutions and the absence of outside “allies”, that prohibits the conversion of indigenous social capital of communities into real economic gains. This could also hold true for many marginalised and impoverished South African communities.

Secondly, both the formulations of Putnam (1993) and Coleman (1986) also fail to contextualise their arguments within the broader social and economic histories of communities. It is this tendency to be “ahistorical” that is criticised by writers such as Elder, Modell and Parke (1993), Levi (1996), Pahl (1998:89) and Sherradin and Ninacs (1998:38). South African social workers should structure their efforts to increase communities’ social capital within the context of the social, economic, geo-political and

cultural history and reality of that specific community, in order for them to be relevant and effective.

A third problem arises from the process of transplanting theoretical constructs and policies from market-driven Western cultures and societies, where they originated, to states and continents with fundamentally different ideas on community, citizenship, civic involvement and local democracy. In this regard Bourdieu (1991:382) refers to the “persistent and serious misunderstandings in the international circulation of ideas”. The application of social integration and social capital theory in developmental social work in South Africa, should contribute to the building of an indigenised body of knowledge that is relevant and applicable within our specific African context.

Although a clear rationale for social workers to engage in activities aimed at social integration is evident, the content and focus areas of such involvement within the South African context needs further clarification. The following discussion will elaborate on some of the core focus areas that social integration initiatives in South African communities should address. This will contribute to the development of social work theory and practice activities that are uniquely South African - that are localised, indigenised and authenticised (Mckendrick, 1990:17; Taback, 1991:270).

## **2.5 FOCUS AREAS FOR SOCIAL INTEGRATION IN SOUTH AFRICA**

The history of South Africa, like that of many African countries, is dominated by colonialism, racism, apartheid, sexism and repressive labour practices, resulting in many citizens suffering from dehumanizing poverty and other social disadvantages (RDP, 1994:2; Wilson and Ramphela, 1989; Poverty and Inequality Report, 1998). The social development welfare paradigm in South Africa provides the policy and practice framework for social workers to contribute to the healing, restoration and reconciliation of the people and communities of South Africa (White Paper for Social Welfare, 1997).



Empowerment, capacity building, conflict resolution, community and nation building, the equitable allocation of resources, people-centredness and the concept of social rights are central to the social development approach (Estes, 1997; Dominelli, 1997; Mazibuko, 1996). As already indicated, Olivier (1992:29) and the White Paper for Social Welfare (1997:37) also identifies social integration as another important concept in this approach and in developmental social work.

In order for South African social workers to facilitate and enhance the social integration of South African communities, special attention should be given to the following focus areas. These focus areas constitute different and very specific problems, needs and challenges that relate to the social exclusion, marginalisation or social dislocation of communities, communities groups, individuals and families from mainstream society. Although there are many other pressing problems and challenges that need to be addressed, the identified focus areas in the following discussion, are of particular importance due to its impact on the social ties, affiliation and social cohesion, that is, the social integration, of communities and community members.

### **2.5.1 Poverty**

The first focus area that needs to be addressed is poverty. The White Paper for Social Welfare (1997) in South Africa has a humanistic vision of a “*best possible society*”, which ensures maximum social welfare, equality, justice and freedom for all people and the eradication of poverty (Gray, 1998:58; Potgieter, 1998:119). Although a profound democratic transformation has taken place and a human rights culture is beginning to emerge in the country, Robertson (1991:8) aptly states that: “It is obscene to point out to starving people that they are free”. It is estimated that 32,5% of all South African households (18 million people) are living in poverty (White Paper for Social Welfare, 1997:1).

In many communities conditions relating to poverty prohibit individuals and groups in that communities from fully participating in the society that they live in. Poverty therefore also

constitutes the breakdown of the social, symbolic, economic and institutional bonds that normally tie the individual to society (Muyonjo, 2000:12; ILR, 1994:533). Poverty is one of the major social illnesses that poses a threat to the process of nation and community building. Social workers, amongst other professionals, are mandated by the social welfare policy (as spelled out in The White Paper for Social Welfare) to diligently, creatively and collectively respond to the problem of poverty by:

- performing the role of activist and spokesperson for the poor in order to promote social justice, equitable allocation of resources and legislative change (Du Bois and Miley, 1996:267; Potgieter 1998:200),
- utilising community development as the most appropriate strategic intervention to combat poverty (Gray, 1998:56),
- implementing projects that mobilize social capital and promote the material well-being of local people, (Sherradin and Ninacs, 1998: 64) and
- utilising micro-enterprise development as a new approach for social workers to revitalise local economies and help impoverished communities revive themselves (Sherradin and Ninacs, 1998: 64).

Through the appropriate application of the abovementioned and other community intervention strategies, social workers could contribute to the formation of social capital and the social integration of poverty stricken and socially excluded individuals and groups into mainstream society.

### **2.5.2 Family life**

The strengthening and building of healthy and functional family life is the second focus area. The White Paper for Social Welfare (1997:14) emphasises the fact that the family is “the basic unit of society”. It highlights the fact that family life should be strengthened and promoted through family orientated welfare policies and programmes. Sturgeon (1998:30) states that within the developmental approach, social work with families should be holistic, appropriate, sustainable, people-centred and multi-sectoral. The White Paper for Social



Welfare (1997:34) identifies a broad spectrum of family related needs and problems that could hamper the adequate integrations of families as units, or the integration of families within the larger community, such as:

- differences of age, gender and developmental stages between family members,
- chronic illnesses, physical and mental disabilities, and
- family members with special needs.

Problems or inadequacies in family relationships (inter or intra family relationship) can contribute to social disintegration or social dislocation. This is emphasised in the statement by Billups (1997:67) that impoverished human relationships can create as much misery as do inadequate social institutions. Therefore, if the goals of social development are to be realised, then the important contribution of family and community based family programmes, which are empowering, contextual and enhance individual and family capabilities, should be recognised ( Sturgeon, 1998:38 and Green & Kruger, 2002:255 ).

### **2.5.3 Special populations**

Thirdly, welfare programmes that specifically focus on the social integration and re-integration of sectors of the population with special needs and problems into main stream society should be designed and implemented by social workers in South Africa. A combination of material, social and emotional stresses caused by stigmatisation, discrimination and marginalisation contribute to the vulnerability of such individuals and groups. People infected with HIV and Aids, those who have been institutionalised and homeless people, constitute some of these special population groups. Although the White Paper for Social Welfare (1997) also mentions other vulnerable groups such as women and youth, a short discussion on abovementioned populations will follow. Here again the potential impact on the social relationships that these problems could have on the individuals, families and communities that are affected by them, was the guiding principle in the researcher's decision to only include them in this study.

#### 2.5.3.1 HIV/Aids

In South Africa an estimated 1,2 million people are already infected with the HIV-virus. This number will rise to six (6) million in 2006, with an estimated one (1) million children under the age of fifteen that will be orphaned by the disease (HIV/Aids & STD strategic plan for South Africa: 2000-2005, 2000:4). As early as 1991 authors like Isaacs had classified Aids as “primarily an illness of marginalised persons”. With its initial spread amongst the white, male, gay population, the subsequent appearance of the heterosexual transmission mode, indicated the viruses tendency towards the path of least resistance - the poorest, most disadvantaged and underdeveloped groups (Isaacs, 1987; Hamblin & Reid, 1993).

Recent studies confirmed that although the HIV- pandemic affects all people and groups in South Africa, it is having a far more severe affect on the young black and economically poor populations in South Africa (White Paper for Social Welfare, 1997:64; Whiteside & Sunter, 2000:91; Williams, 2000:3). Some international research studies by Ezzy and De Visser (1990: 405-415) and Kawewe (2000:34) have also highlighted this tendency. Kotze, Roux and Wessels (2001:73) conclude that although it could not be said that Aids is simply a disease of poverty, poverty undoubtedly helps to drive the pandemic.

Furthermore, people infected and affected by HIV/Aids experience psychological stress, social stigmatization, discrimination and insufficient or a lack of social networks and support systems. Social workers can play a significant role in creating and building communities where people infected and affected by HIV/ Aids will experience social and other forms of support, inclusion, equality and acceptance. Given the mentioned statistics, it is clear that the social integration of persons and communities affected by this disease, will be an important part of the social workers intervention strategies and practice.



#### 2.5.3.2 Institutionalised persons

Another dimension of social integration is the movement of persons who have been institutionalised back into the community (Fellin, 1995; White Paper, 1997). According to Davidson (1975) these re-integration processes will vary in terms of the differences in the needs of the clientele, who may be mental or psychiatric patients, substance abusers or adults released from correctional facilities. Social workers should utilize creative strategies to ensure that such individuals become involved in everyday experiences within the community, engage in responsible behaviour, participate in local networks and utilize local resources.

#### 2.5.3.3 Homeless adults

The growing number of homeless adults is another special population group that social workers in South Africa needs to tend to. A major social characteristic associated with homeless persons is their lack of social integration and attachment to family, relatives, friends and the community - an absence of community and social ties (Leshner, 1992). Some American research studies (Grunberg & Eagle, 1990 and Gounis & Susser, 1990) have found that with the increase in homeless shelters, some form of social integration develops through what they call “shelterisation”. They conclude that although attachment, adaptation and affiliation to the shelter lifestyle and other residents increases, this also leads to more isolation from mainstream society and community life. These findings is very significant for South African social workers in their efforts to develop relevant and community based welfare programmes to deal with the escalating problem of homeless adults.

#### 2.5.4 Unemployment

The fourth focus area is unemployment. Unemployment is a symptom of social exclusion that prohibits people from earning an income that can improve their livelihood and enable them to enjoy certain goods and services, which other people in society have access to

(Muyonjo, 2000:15). During the period 1980 - 1991 the South African labour force grew by 4.5 million people, but the formal economy created a total of only 350 000 new jobs. Black women and youth, rural communities and people with disabilities have been identified as the major “at-risk” groups among the unemployed (Potgieter, 1998:66; White Paper for Social Welfare, 1997:1). The current South African social welfare system proposes the utilisation of innovative strategies designed for vulnerable individuals and families to increase their capacity to earn a living through employment creation, skills development, access to credit and where possible through facilitating the transition from informal to formal employment.

### **2.5.5 Basic needs**

In many South African communities access to the resources needed to satisfy basic human needs is lacking. This problem constitutes the fifth focus area for social workers in their efforts to facilitate social integration on community level. Many authors are in agreement that there are certain basic needs without which any individual, community or society will find it difficult to survive (Burkey, 1993; Swanepoel and De Beer, 1996; Chambers, 1997). The classical contribution of Abraham Maslow (1970) on the hierarchal nature of human needs is still utilised today by many of these authors in their theory building. He distinguished different levels of human needs with the satisfaction of basic physical needs at the bottom, and the need for self-actualisation at the top of the “needs pyramid”.

Burkey (1993:3-5) identifies the following basic needs, namely clean air and water, adequate and balanced food, physical and emotional security, physical and mental rest and culturally and climatically appropriate clothing and shelter. While agreeing with this notion of basic human needs, Swanepoel and De Beer (1996: 24-25) go a step further and include the concept of basic abstract needs. These include self-reliance, happiness and human dignity as the most important abstract needs.

As indicated previously in this chapter, social disintegration may still occur, even in



communities where basic needs appear to have been satisfied. Similarly, in communities where dense associational social bonds exist, there could be unmet basic human needs. Muyonjo (2000:22) concludes that at the very most, satisfying basic needs, may help to reduce social conflict and ultimately lead to building of social bonds within and between communities.

#### **2.5.6 Alienation**

Even after the transformation to democracy in South Africa, the coded language of “group”, “nation” and “cultural identity” still alert us to residual salience of an ideology which, though explicitly discredited, continues to exercise a significant influence over current events (Dubow, 1991:30). Several South African social scientists have indicated how the concept of culture and cultural differences was used during the apartheid era to justify oppressive, discriminatory and racially biased policies (Boonzaaier & Sharp, 1988; Swartz, 1986). In order for social workers to contribute to the transcendence of this socially and politically created alienation (such as cultural, gender and religious alienation) of South African communities, MacKintosh (1998:124-131) promotes a move towards the development of anti-discriminatory social work practice. This includes utilising culturally sensitive, anti-racist, radical and feminist approaches and attending to issues such as language, communication and institutional change.

These six focus areas give some indication of the challenges that the current socio-political and economic context in South Africa poses to social workers and other professionals in the field of social welfare. All of the discussed challenges, needs and problems also poses serious threats to the process of nation-building, harmonious co-existence and the general social fibre of communities and society at large. Social workers can and must play an important role in facilitating and enhancing the social integration of these individuals, population sectors and communities into mainstream society. By purposefully focussing their intervention efforts on these focus areas and issues relating to it, South African social workers can make a meaningful impact on the social and economic development of communities and the country at large.

## **2.6 CONCLUSION**

Social integration is emphasised as a central concept in the Social Welfare Policy of South Africa. The link between social integration, the formation of social capital and economic development underwrites its importance and relevance to the South African social context. Social development, the underlying philosophy behind the current Social Welfare Policy, also acknowledges the close relationship between social and economic gains, and encourages the utilisation of intervention strategies that link social development goals with economic goals. Consequently social workers in South Africa are expected to concretise these objectives in their practice of developmental social work. By focussing their intervention strategies on social integration, social workers will contribute to an increase in the social capital of communities, consequently improving the economic position of communities within the broader society.



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## **Chapter 3: THEORETICAL PERSPECTIVES ON COMMUNITY CENTRED INTERVENTION STRATEGIES**

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### **3.1 INTRODUCTION**

The social development approach is, as already indicated, the “new paradigm” for social work in South Africa and is entrenched in government policy and the White Paper for Social Welfare (1997). Within the developmental approach, the importance of community work, community development and the development of human potential is central (Lombard, 1991:104 - 105; Gray, 1996:11; Potgieter, 1998:20). This conception does not imply that a developmental approach to social welfare equals community work, or that it leaves little scope for individual, group or family intervention. Although greater emphasis is placed on non-remedial intervention strategies such as community development, this approach does not limit itself to a particular method, but seeks to attain specific objectives through the utilization of one or a combination of strategies (Bernstein, 1991; Gray, 1996; Potgieter, 1998). This is aptly conceptualised by Lombard (1996:163), when she states that: “A social development approach is therefore inclusive of helping individuals, groups, families and communities, but in a different manner, for example, to develop human resources (including capacity building and empowerment) and where possible, facilitate and enhance economic development”.

The purpose of this study is to explore how social workers can facilitate the social integration of communities, specifically when utilising the community practice method. Acknowledging and supporting the holistic and integrated approach advocated by the social development perspective, the researcher purposefully limits this study to the community practice activities of social workers. The reasons for this as follows. Firstly it relates to the current practice paradigm for social work, which is the social development approach. As reiterated in the above discussion, this approach promotes the more

extensive utilisation of community intervention strategies in an attempt to transcend previous fixation on using micro-level, remedial approaches (Lombard, 1991:104 - 105; Gray, 1996:11; Potgieter, 1998:20, Ife, 1999:133). Secondly, the focus of the study centres around the facilitation of social integration on community level. As the method of social work that constitutes helping acts aimed at change on the community systems level, community centred strategies is therefore the logical method to utilise (Weyers, 1999:18). These theoretical motivations along with the researchers own experience and interest in the field of community practice, have infused the decision to limit this research study to the community practice activities of social workers.

In this chapter a theoretical analysis of community practice as a primary method of social work will be given. The chapter will begin with a discussion on the different terminology used to refer to the community practice activities of social workers. In this discussion, the researcher will clarify the terms that will be used as well as the meaning that he connotes to that terms in this study. Secondly, a brief analysis of the different definitions on community centred strategies will follow. The overlapping between the goals of community centred strategies, social work and social integration will be discussed next. An in-depth description of the different practice perspectives, theoretical approaches and practice models that are relevant to and compatible with the utilisation of community centred strategies within developmental social work will follow. Finally a brief discussion on the roles and techniques relating to community centred strategies, as it applies to the current South African welfare context, will be given.

### **3.2 COMMUNITY CENTRED STRATEGIES: CONCEPTUALIZING THE TERM**

There are as many definitions of community work as there are authors on the subject (Weyers, 1998:18). Community work is a complex and comprehensive term, utilized within different disciplines, and any attempt to conceptually analyse this particular kind of practice, must be contextualized within the wider generic whole ( Dunham, 1970:72; Lund & van Harte, 1981:8; Butcher, 1984:626; Lombard, Weyers & Schoeman, 1991:61-62, Ife, 2000:1). The fact that authors who write on the subject of community work use a



variety of terms when referring to social work intervention practices on community level, further contributes to this “conceptual muddle”.

In this discussion the different terminology utilized in relation to community centred strategies or community practice in local and international literature will be examined. The researcher will clarify which terms will be used in this study, and will also indicate how it relates to other internationally accepted terms. In conclusion the term “community centred strategies” will be contextualised within the ambit of the social work profession.

### **3.2.1 Community centred strategies: a terminological analysis**

A literature survey ( see Brokensha & Hodge, 1969; Cary, 1970; Eloff, 1976; Hugo, Schoeman and Engelbrecht, 1980; Ferrinho, 1981; Swil, 1982; Jeppe, 1985; Henderson & Thomas, 1987; Lombard, Weyers & Schoeman, 1991; Fellin, 1995; Engelbrecht, 1997; Weyers, 1997; Potgieter, 1998 and Weyers, 1999) of classical and contemporary works on community practice clearly indicate that authors in different countries and continents use different terms. These differences relate to the contextual history of the social work profession, geo-political and economic events such as wars and depressions, and also to the differences in the theoretical discourses of the various authors.

Various authors indicate that the terms “community organization” and “neighbourhood work” are used most frequently when referring to community social work practice in American literature (Ferrinho, 1981:10; Swil, 1982:14; Henderson & Thomas, 1987:23; Lombard, Weyers & Schoeman, 1991:62; Fellin, 1995:77). In Britain, and subsequently also in South Africa, the terms “community work” or “community social work” are more prevalent. Writers such as Eloff (1976), Hugo, Schoeman and Engelbrecht (1980) and Ferrinho (1981); have given much attention to the debate and theoretical discussion regarding which of the terminology is most applicable to the South African context. Ferrinho (1981:10) encapsulated this debate by stating that: “...if the social work method dealing with individual cases is ‘case social work’, and the social work method dealing with groups is ‘social group work’, it seems logical that the social work method dealing

with communities should be ‘community social work’”. Currently the term community work is widely accepted and used in South Africa when referring to the method of social work dealing with communities (see Engelbrecht, 1997; Weyers, 1997; Potgieter, 1998).

Another term often used in relation to community intervention strategies is “community development”. This term with its roots in community education and social work, gained popularity in literature from the fifties, and was used as early as 1948 at the Cambridge Conference (Brokensha & Hodge, 1969:25; Cary, 1970:7; Jeppe, 1985:25). Some other terms often found in literature on community practice are “social action”, “social planning” and “welfare planning” (Weyers, 1999:18).

Some theoreticians use the abovementioned terms as synonyms (see Weyers, 1999, Ife, 2000:1), others utilize them as different approaches or models (see Rothman, Erlich & Tropman, 1987) and some others even view them as methods or intervention strategies (see Gray, 1998).

In this study the terms “community intervention strategy” or “community practice” will be used to describe the social work method relating to the practice activities of social workers on community level. This term will be applied as a collective noun and synonym for the meanings that are attributed to the terms and concepts as discussed above. Furthermore, the term “community development” will be viewed and used in this study as one of the practice models or approaches in community practice as proposed by Rothman (1974). His classical conceptualization of community development (locality development) along with social action and social planning as different models of community organization practise, are still recognised and utilized by many social work theoreticians in their theory building (see Butcher, Collis, Glen & Sills, 1980:140-142; Cox, Erlich, Rothman & Tropman, 1987:308-422; Weyers, 1987:104-111; Jeffries, 1996:101-125).

### **3.2.2 Community centred strategies as a method of social work**

As explained earlier, community centred strategies (community work) is a method applied



in different vocational settings and to different aspects of societal life. In addition, it has been and continues to be practised also by persons other than social workers such as volunteers and unpaid community activists (Dunham, 1970:5; Lund & van Harte, 1981:8; Butcher, 1984:627; Mayo, 1998:164).

Historically and in theory community centred strategies have always been recognized and accepted as one of the primary methods of social work (Pray, 1959:86; Baldock, 1974:1; Fink, 1978:2; Midgley & Adler, 1978:131; Payne, 1995:165). As a method of social work it is viewed as an orderly systematic set of procedures demonstrating the knowledge, skills and values of a worker in pursuit of specific tasks and goals.

Community centred strategies is concerned with the same purpose as that of social work itself, namely enhanced social functioning. As Youngdahl (1966:17) concludes: "Action on the broad societal front is as much a function of social work, as being of help to people on a person-to-person basis".

As a primary method of social work, community intervention strategies are seen as being central to a developmental social work service delivery system. In developmental social work, intervention is focussed on self-reliance in order to enhance the potential of specific target population groups and to address community underdevelopment and poverty (Gray, 1996; White Paper for Social Welfare, 1997). Weil (1996:485) agrees that in order for the social work profession to respond to the current political, economic, technological and environmental context, social work practice needs to reclaim and stress community building and community practice and move more decisively into the field of economic and social development.

It could be concluded that the application of community centred strategies will form a crucial part of the way in which developmental social work is put into practice in South Africa. With its strong emphasis on community building and the development of human potential, the community practice method in social work seems relevant and uniquely suited to deal with the challenge of social integration of communities in South Africa.

### 3.3 COMMUNITY CENTRED STRATEGIES DEFINED

As already indicated in this chapter, community centred strategies (community work) as a method of social work, has a long history. With its historical roots in the Charity Organization Society (COS) and the Settlement House Movement (Dunham, 1970:38; Cox & Garvin, 1974:42; De Nitto & McNeece, 1997:80; Adams, Dominelli & Payne, 1998:163), definitions of community practice have evolved through different development stages, reflecting the changing social realities and theoretical discourses over time.

From an analysis of some of the definitions suggested by authors such as Sieder (1959:247), Dunham (1970:4), Perlman & Gurin (1972:88), Brager & Specht (1973:26), Calouste Gulbenkian Foundation, (1973:4), Schoeman, (1980:90), and Thomas (1983:124), the following components of community practice could be identified, namely:

- the identification of social problems and needs;
- a conscious, planned scientific process and method of social work;
- a focus on the attainment of specific goals through activities and actions;
- development of the potential and capacity of people with regards to participation, cooperation and self-directedness;
- providing and securing the equitable distribution of resources;
- affecting change in the distribution of power;
- linking the needs of people to resources; and
- sustaining and enhancing the social functioning of communities.

From these definitions it is clear that community centred strategies can be defined as a structured, logic and pragmatic set of procedures aimed at affecting change on the community level. It reflects a concern for equitable resource distribution and the balance of power relationships within communities.

In more recent definitions by Twelvetreets (1991:1) and AMA (1993:10) of community practice, it is viewed as being concerned with assisting and enabling ordinary people to



improve the quality of their own life and that of their communities, and to gain greater influence over processes that affect them, by taking collective action.

These notions is also highlighted in the definitions of community practice provided by some South African authors. Lombard, Weyers and Schoeman (1991:75) stress the important role of community practice in affecting change in intra-and intergroup relations and in the distribution of decision making power within communities. For Weyers (1999:18) community practice is the method of social work that consists of various processes and helping acts aimed at the community system (including all its related sub- and external systems), with the purpose of affecting social change through the application of specific practice models. The 'social change' implied by Weyers (1999), relates to the development of human potential, the provision of resources and services needed to prevent and eliminate social dysfunction, promoting social justice, enhancing problemsolving, coping and interactional capabilities, and the linking of consumer resources and services. Another author, Mel Gray (1998:56), advocates that community development (used here as a community intervention strategy ) is the most appropriate intervention method to combat and alleviate poverty in South Africa (1998:56).

It is clear from these definitions that community centred strategies have always been particularly concerned with the needs of special population groupings, the disadvantaged, the oppressed and those sectors of the community experiencing some form of social exclusion. Given the changing and challenging social, political and economic realities of South Africa, the emphasis of community practice on grass-roots intervention, poverty eradication and empowerment, makes it particularly suitable for current social work practice.

### **3.4 COMMUNITY CENTRED STRATEGIES, SOCIAL WORK AND SOCIAL INTEGRATION: OVERLAPPING PURPOSES**

There are various reasons why community centred strategies exists as a method of social work, which primarily relate to the purpose of social work and the context in and from

which the profession evolved. In this section the overlap between the purpose and goals of community practice and social work will be discussed. Reference will also be made to how it relates to the purpose and goals of developmental social work. Finally the researcher will give an indication of the parallels between the purpose of community practice and the features (indicators) of social integration.

### **3.4.1 The purpose of social work**

The primary purpose of social work has always been the enhancement of social functioning, that is, enabling individuals, groups, families and communities to function more effectively within their various environments (O’Niel & MacMahon, 1996:6). For social work, as one of the core professions within the social welfare field, social justice is the core underlying value (Saleebey, 1990; O’Niel, 1992; Sasco, 1995). From a practice perspective, this means that social workers should direct their efforts towards the development of the potential of individuals and environments to achieve the highest quality of life; the elimination of discrimination and the creation of just social contexts.

Under the previous dispensation in South Africa, social work values were increasingly in conflict with the political system. Organisations, individual social workers and the welfare system as a whole (some to a greater and others to lesser extent) tended to adhere to prevailing laws and policies. In practice and in terms of the philosophy that emerged, there was a complete disregard for the historical base of social work values in favour of policies rooted in racial domination and the preservation of privilege (Loffel, 2000:54).

The current social welfare policy framework in South Africa aims at redirecting social work towards its original concerns and purpose so as to fight social inequality, the abuse of power, oppression, inhumanity and discrimination (White Paper for Social Welfare, 1997:5; Gray, 1997:214). It is within this context that community practice, with its general association with holistic, collective and anti-discriminatory approaches, based on values such as social justice, participation and empowerment, is particularly applicable and useful in achieving the abovementioned goals. This close relationship between the purpose of



social work and that of community practice, contributes to the renewed appreciation of and emphasis on the application of community centred strategies as a means to achieve the national welfare goals as stipulated in White Paper for Social Welfare (1997).

### **3.4.2 The purpose of developmental social work**

Developmental social work refers to the kind of social work that ought to be practised within a developmental welfare policy framework. It is therefore an authenticised or domestic model of social work created in the light of the social, cultural, political and economic characteristics of South Africa (McKendrick, 1990:17). As an indigenous and contextual model, developmental social work pursues goal categories formulated specifically to suit local conditions.

According to Gray (1996, 1998), Lombard (1996), Terblanche & Tshiwula (1996) and Potgieter (1998), the purpose of developmental social work is to:

- alleviate poverty as a form of social exclusion;
- activate people to become involved in their own development;
- discourage dependancy on welfare;
- facilitate the formation of human and social capital; and
- encourage people's participation, community building and naturally occurring networks.

The very essence of the abovementioned purpose is the notion of striving toward a socially just and integrated community. Based on these purpose statements it could therefore be concluded that developmental social work, seeks also to attain social integration (as defined in chapter two of this study) as one of its primary outcomes.

### **3.4.3 The purpose of community practice**

The purpose of community practice is generally viewed as being aimed at realising and

maintaining a progressively more effective balance (fit) between social welfare needs and welfare resources, applying a variety of individual, organizational, group and inter-organizational strategies (Dunham, 1970:59; Solomon, 1985:218; Lombard, Weyers & Schoeman, 1991:217, Rubin & Rubin, 1992: 10-16; Weil & Gamble, 1995; Ife, 2000:1-2). Different perspectives on the purpose and goals of community practice have been formulated. This is illustrated by the following table, which provides a more detailed comparison between the theoretical contributions of Lombard, Weyers and Schoeman (1991:217); Rubin and Rubin (1992:10-16) and Weil and Gamble (1995:258):

**TABLE 3.1: The purpose and goals of community practice**

The purpose and goals of community practice		
<i>Lombard, Weyers &amp; Schoeman (1991)</i>	<i>Rubin &amp; Rubin (1992)</i>	<i>Weil &amp; Gamble (1995)</i>
<ul style="list-style-type: none"> <li>enhancing community involvement and participation</li> <li>facilitating self-help and self-reliance</li> <li>creation and development of resources</li> <li>Changes in the power and decision making structures</li> <li>changes in perception and opinions</li> <li>community education</li> <li>development of individuals and their relationships with others</li> </ul>	<ul style="list-style-type: none"> <li>the solution of problems</li> <li>eliminating the inequities in the distribution of wealth and power</li> <li>exercise and the enhancement of democratic values and practice</li> <li>achieving the potential of individuals</li> <li>strengthening the community</li> </ul>	<ul style="list-style-type: none"> <li>improving the quality of life</li> <li>advocacy</li> <li>human social and economic development</li> <li>service and programme planning</li> <li>service integration</li> <li>political and social action</li> <li>development of individuals and their relationships with others</li> </ul>



All these authors are in agreement that the activity which is described as community practice or community centred intervention centres around improvement in the quality of life and the enhanced social functioning of communities and community members. It is change-orientated and focus its attention to equitable distribution of power and resources. The principles of participation, consensus, social justice and equality are central to this social work method. It aims to strengthen communities through the development and enhancement of social relationships and social ties.

There is a clear overlap and relationship between the goals envisioned and pursued by the social work profession, developmental social work, community centred strategies and the illustrative outcomes and dimensions of social integration and social capital. In other words, when social workers consciously allow their community practice activities to be guided by the goals discussed in this section, they will inevitably contribute to the enhancement and facilitation of social integration of communities. In following section of this chapter, a more detailed exploration of the practice perspectives, theoretical approaches and practice models compatible with developmental social work, that should infuse the community practice activities of social workers is presented.

### **3.5 COMMUNITY CENTRED STRATEGIES: TOWARDS A NEW PRACTICE FRAMEWORK FOR SOUTH AFRICAN SOCIAL WORKERS**

It is widely accepted that social work is an integral part and have an important role to play in developmental social welfare (McKendrick, 1990:248; Zastrow, 1993:9). Gray (1996:9) supports this view, and argues that for social workers to successfully implement a developmental social welfare model, they should be empowered to reach their full potential and lighten their statutory load in order to unleash the energy necessary for developmental social work. The process of transforming social work in terms of the current developmental approach constitutes a re-invention and re-positioning of the profession. Bernstein (1991) argues that this progression to the 'new' inevitably requires dispensing with some of the 'old'. This includes amongst others discarding its preoccupation with professionalism and casework, and re-affirming its commitment to address the needs of the

poor.

The re-orientation to developmental social work, requires of social workers to develop new practice frameworks, in order to render relevant and effective services. This implies a thoughtful selection of the perspectives, theories, approaches and practice models that will make up their service delivery repertoire (Sheafor, Horesji & Horesji, 2000:86). Although many of the traditional approaches and models are still applicable, there are a wide range of under-utilised approaches and models of social work intervention, which are more suited to and more compatible with the social development approach. In the words of Helen Starke (1996:26): “Contrary to the fears of social workers much of traditional practice will continue, ...a holistic approach is called for, with traditional social work practice assuming its rightful place alongside (new) developmental strategies”.

In terms of this study, it means that social workers should develop a practice frame of reference for community practice, comprising of traditional and new approaches, theories and practice models, to guide their intervention within developmental social work practice. This section will give an overview of some of the traditional and the “new” perspectives, approaches and practice models relating to community centred strategies.

### **3.5.1 Theoretical orientations to social work theory and practice**

A variety of attempts have been made to develop frameworks to analyse and describe the theories of social work. Payne (1997:59) indicates that some propose analysing theories according to a standard set of categories, while others apply conceptual schemes, placing theories in relation to one another. Writers such as Kettner (1975), Meyer (1983), Turner (1983), Whittaker and Tracy (1989) and Mullaly (1993) have made valuable contributions in this regard.

Another approach, which the researcher supports and finds very useful, is utilised by Whittington and Holland (1985) and Howe (1987). These authors group social theories by categorising them according to an organising concept. They distinguish between four



broad theoretical orientations to practice, namely Radical social work (raisers of consciousness), Marxist social work (revolutionaries), Interactionist social work (seekers of meaning) and Traditional social work (fixers). They furthermore place these different practice orientations within opposite philosophical positions on the nature of society. Payne (1997:59) suggests that social work theories could be assessed according to where they fit into these two continua. Table 3.2 presents the configuration suggested by Whittington and Holland (1985) and Howe (1987).

**TABLE 3.2 Analysis of social work theories**

<b>Theories of radical change</b>	
<b>Subjective</b>	radical social work (‘raisers of consciousness’)
	Marxist social work (‘revolutionaries’)
<b>Objective</b>	interactionist (‘seekers after meaning’)
	traditional social work (‘fixers’)

**Theories of regulation**

(note: Howe’s labels for each grouping are given in brackets)

*Sources: Whittington and Holland (1985), Howe (1987)*

This framework suggest that a traditional orientation to social work practice tends to be more objective in nature, and does not facilitate societal change to the same degree that more radical approaches will do.

Gray (1998:19), a proponent of the developmental approach, argues that to date, social work in South Africa best fit the ‘traditional’ social work model. She also distinguishes a continuum which ranges from traditional perspectives on the one end, and more radical (critical or Neo-Marxist) perspectives on the other. While traditional social work stresses the importance of individual self-control, claims political neutrality and holds a rational objective approach to problem solving; radical or critical theories highlight the influence

of contextual and structural factors on people's lives, and draws attention to the fact that social work is intrinsically a political endeavour. Drawing on insights from feminist, anti-racist, Neo Marxist, ethnic-sensitive and other approaches, the radical perspective focusses on inequalities in service delivery and power imbalances, and emphasises community empowerment and social transformation (Guba, 1990; Flew, 1991; Twelvetrees, 1991; Mayo, 1994; Payne, 1995).

Interpreting these two perspectives (orientations) on practice, Dominelli (1990:8-11) broke them down further into further subdivisions, which she then relates to the different types (models) or levels of community practice. Her contribution in this regard is illustrated in the following table.

**TABLE 3.3: A continuum of community work models**

<i>Model/level of work</i>	<i>Perspective typically associated with model</i>
Community care	} 'Professional' 'Traditional' 'Neutral' 'Technicist'
Community organisation	
Community development	
Community action	} 'Radical' 'Transformational'
Feminist community action	
Community action from a black perspective	

*Source: Dominelli (1990)*

Dominelli (1990) sees community organisation (community planning) and community care as practice models that are more associated with the "traditional" perspective. Community action is identified as a more "radical" practice model. This contribution by Dominelli is



very significant, because it concretises the abstract theoretical orientations according to known community practice models.

Authors generally agree that due to overlapping and commonalities between models, theories and approaches, it is difficult to place them within any continua and axes according to an 'absolute fit'. Nevertheless the frameworks suggested by Dominelli (1990), and that of Whittington and Holland (1985) and Howe (19987), provide useful tools with which the shifts in social work practice in South Africa could be analysed. Proponents of the developmental approach call on South African social workers to incorporate and utilize more approaches and models in their practice that are consistent with 'transformational' or 'radical' perspectives in their practice. This shift will enable them to adapt themselves and the profession to become more relevant and effective in meeting the developmental needs of South African communities.

### **3.5.2 Practice perspectives for community practice**

The following discussion will illuminate some of the internationally acknowledged practice perspectives, which are compatible with developmental social work and which social workers can utilize in their community practice intervention activities.

#### **3.5.1.1 The generalist perspective**

The general (unitary) approach is most relevant and necessary during the beginning phases of the helping process. It ensures that social workers, when approaching the client situation, are open to using various models, theories and techniques across several levels of intervention (Johnson, 1986:3; Sheafor, Horesji & Horesji, 2000: 87). This perspective is compatible with a developmental welfare framework, which subscribes to the principles of holism and multi-sectoralism.

#### 3.5.1.2 The ecosystems perspective

This perspective provides a holistic framework for social work practice. It is very useful during the assessment and planning phases because it acknowledges the complexity and reciprocal nature of interactions between different systems (Germain & Gitterman, 1980; Bernstein, 1991; Osei-Hwedie, 1993; Sheafor, Horesji & Horesji, 2000). The acknowledgement of this inter-connectedness is of particular importance in the current South African context, also making this perspective very appropriate to developmental social work (Gray, 1998:31).

#### 3.5.1.3 The strength perspective

This approach assumes that all individuals, groups and communities have latent untapped assets such as energy, experiences, knowledge and ability. These strengths and resources, which exist within client-systems and their environment, are recognised and used within the helping process. Saleebey (1997:3) explains that this focus on clients' strengths and assets, rather than their deficits and pathology, is a dramatic departure from conventional social work practice. In a country like South Africa with its immense challenges such as poverty, mal-development, unemployment, social disintegration and limited welfare resources, this perspective could be applied with great effect in social work service delivery.

#### 3.5.1.4 The feminist perspective

The alienation between the genders is one of the key areas that social workers will need to attend to in their social integration efforts. Feminist theory draws attention to the patriarchal nature of society and the ways in which gender has been used to subordinate women to men (Gray, 1998:22; Sheafor, Horesji & Horesji, 2000:95). In terms of social work practice, it focuses intervention on phenomena such as the discrimination against women as a form of human oppression, the feminisation of poverty and the trivialisation of women's work (French, 1992; Rojek, Peacock & Collins, 1998; Gray, 1998:23). The



White Paper for Social Welfare (1997) acknowledges that women, especially those living in rural areas, are one of the most vulnerable sectors of the South African society.

### **3.5.2 Theoretical approaches to community practice**

Within these broad perspectives, social workers apply a range of theoretical approaches and models to guide their intervention. Some approaches are limited to a certain intervention method (e.g psycho-dynamic approaches in casework), while others are applicable within different intervention methods (Engelbrecht, 1997:116). Authors differ in their use of terms such as ‘approach’, ‘theory’ and ‘model’. Pruis (1987: 22-23) views approaches as the ways in which certain social phenomena are approached utilising different theories and models that are build on a predetermined underlying philosophy or idea.

In the previous welfare dispensation, the emphasis was largely on rehabilitative and curative work. The overuse of casework and micro-level intervention approaches, infused with a “medical model approach” to human problems, draws criticism from writers such Midgley (1995) and Gray, Mazibuko and O’Brien (1996). The White Paper for Social Welfare (1997) constitutes a departure from these past models of services delivery which focussed mainly on rehabilitation and amelioration, rather than on prevention and development.

Developmental social work poses a challenge to social workers to systematically select theoretical approaches more suited and relevant within the current welfare context of South Africa. Gray (1998:30-31) suggests that although some of the traditional approaches is still applicable, some new approaches need to be applied in an effort to develop more indigenous (appropriate or relevant) models of practice in South Africa.

Gray (1998:30, 117-135) is of the opinion that the following “traditional” approaches namely, problem-solving, task-centred and crisis-intervention, are compatible with social development due to its short term goal orientated focus. Some of the more radical or

critical approaches that she suggests is the feminist approach, empowerment approach, ethnically or culturally sensitive approach and the anti-racist approach. These approaches will be discussed briefly.

#### 3.5.2.1 The problem-solving approach

This approach has relevance for all social work methods, including community practice, and functions based on the assumption that it is natural for people to engage in problem-solving (Dunham, 1970:4; Johnson, 1986:414; Brown, 1992:62; Compton & Galaway, 1999: 86). The objective of this approach is to enhance of the social functioning of client-systems through a problem-solving process. Different techniques are utilised which focus on practical steps to strengthen the problem solving capacity of consumers (Engelbrecht, 1997:127). Both community practice and developmental social work seek to enhance the problem-solving skills and capacity of communities, making this approach particularly relevant to current social work practice.

#### 3.5.2.2 The task-centred approach

The task-centred approach as conceptualised by Reid and Epstein (1972) is particularly useful as a short term, time-limited intervention approach to be used with client-systems struggling to deal with the management of practical problems (Sheafor, Horesji & Horesji, 2000:103). This approach, with its result orientated focus is traditionally utilised in the social planning model as suggested by Rothman (1996). The client system (community) is viewed as consumers who need the social worker to help them solve concrete problems (Rothman 1996:72). It adopts a pragmatic view of problems and is still relevant to the South African context where large numbers of people need to be served by limited welfare resources.

#### 3.5.2.3 The crisis-intervention approach

In this approach a focussed time-limited intervention process is undertaken with clients



who have suffered a sudden and dramatic loss or tragedy (Golan, 1978). The aim is to cushion the stressful event through immediate emotional and environmental “first aid”, and at the same time strengthen the coping capacity of the client (Parad & Parad, 1990:4). Many South African communities and community members are exposed to the traumatic effects of social phenomena such as family and sexual violence against women and children, natural disasters and gang related violence. Community social workers could effectively apply this approach in mobilizing communities to deal with the immediate emotional and other effects of these events.

#### 3.5.2.4 The empowerment approach

The empowerment approach developed from radical social work thinking, and seeks to empower people who experience oppression on the personal, interpersonal, and political levels (Gutiérrez, 1990; Pease, 1991; Lee, 1994; Ife, 1999). Communities (clients) are educated and conscientised not to blame themselves for their situation of oppression or powerlessness, but to understand the way in which structural, environmental and contextual factors contribute to social problems (Gray, 1992:16; Sheafor, Horesji & Horesji, 2000:95). Social workers have a vital role to play in the empowerment of disadvantaged communities in South African (White Paper for Social Welfare, 1997).

#### 3.5.2.5 Ethnic sensitive / cultural-sensitive approaches

Most South African communities still do not experience social cohesion and social connectedness as a result of decades of alienation on the grounds of religion, culture, ethnicity and language. Within this plural context, ethnic and cultural sensitive approaches will allow social workers to recognise ethnic biases and cultural differences, in an effort to design appropriate intervention (Devore & Schlesinger, 1996). Mackintosh (1998:133) and Crawford (1994:15) further point out that accepting, understanding and valuing cultural and ethnic differences is not enough, if the unequal power relations that exist alongside these differences are not addressed. Therefore community practitioners should also utilize methodologies and models that will lead to the empowerment of those groups

that have been socially excluded and marginalised on the basis abovementioned differences.

#### 3.5.2.6 Anti-discriminatory and anti-oppressive approaches

These approaches are based on similar philosophical viewpoints to that of ethnic and cultural sensitive approaches. They constitute efforts to illuminate core issues of the social phenomenon of racism and racial oppression (Payne, 1997:239). It encompasses strategies such as black empowerment, racism awareness training and the affirmative recruitment of black professionals into social work education and practice (White, 1984; Dominelli, 1988; Ahmad, 1990). The affirmative action guidelines provided by the White Paper for Social Welfare (1997), under the section on Human Resource Development, could be viewed as such a strategy. In terms of community practice, this approach could be effectively utilised when dealing with issues such as restitution and restorative justice on community level.

#### 3.5.3 Practice models in community practice

Different, contrasting and sometimes clashing formulations of community practice models exist. One of the most influential and well-known attempts to build a model was undertaken by Rothman (1968), called the “Three models of community organization practice”. These three orientations to community change have been utilised by many other writers (see Taylor & Roberts, 1985; Cox, Erlich, Rothman & Tropman, 1987; Lombard, Weyers & Schoeman, 1991; Popple, 1995; Weil & Gamble, 1995) in their theory building on community practice. In the following discussions the researcher will indicate that the classical three-model framework proposed by Rothman (1968) is still applicable to social work practice today. This will be done through an analysis of contemporary model building efforts, by looking at how Rothman’s own theoretical perspective has evolved over time and by providing a brief overview of his three models, namely community development, social planning and social action.



### 3.5.3.1 Current community practice models

Weil and Gamble (1995:580) as well as Popple (1997:68) propose an eight-model constellation for community practice. Lombard, Weyers and Schoeman (1991:134-146) identify social community education as a fourth practice model to be used in addition to the three models described by Rothman (1968). Cox, Erlich, Rothman and Tropman (1987:3-6) subscribe to the original three-model conceptualization of Rothman (1968). The detailed contributions of Cox, Erlich, Rothman and Tropman (1987), Lombard, Weyers and Schoeman (1991) and Weil and Gamble (1995) are compared in the following table:

**TABLE 3.4 Practice models for community intervention**

Practice Models for Community Centred Intervention		
<i>Cox, Erlich, Rothman &amp; Tropman (1987)</i>	<i>Lombard Weyers &amp; Schoeman (1991)</i>	<i>Weil &amp; Gamble (1995)</i>
• Locality (Community) Development	• Social Community Development	• Neighbourhood and Community Organization
• Social Planning	• Social Community Planning	• Organizing Functional Communities
• Social Action	• Social Community Action	• Community Social and Communities
	• Social Community Education	• Social Planning
		• Programme Development and Community Liaison
		• Political and Social Action
		• Coalitions
		• Social movements

The contributions by Cox, Erlich, Rothman and Tropman (1987), Lombard, Weyers and Schoeman (1991) and Weil and Gamble (1995), as reflected above, are either subdivisions or elaborations of the three models of Rothman (1968). His three-model constellation will therefore be used in this study as the framework within which the community practice activities of social workers will be analysed.

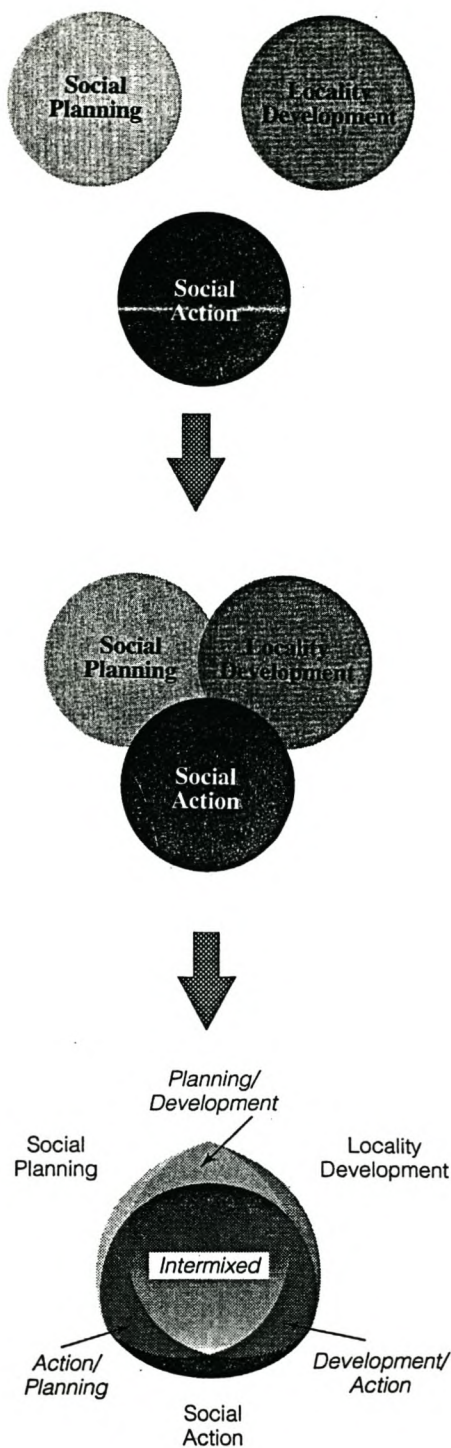
#### 3.5.3.2 The three-models of Rothman

Rothman (1996:75) states that initially, and for a long period after the first attempt at “modelling” community practice, his proposed models were treated and viewed as self-contained and ideal-types models. Through his own research and that of others, his theoretical construction of practice models evolved from been seen as ideal types to a more broader and loose definition of “modes of practice”. This was mainly brought about by the changes in the social reality in which community practitioners function and because in practice the intervention modes are actually used in a mixed and overlapping form.

In the words of Rothman (1996:78): “Just as the primary colours makes up only a very small portion of the total universe of colour, the basic intervention modes comprise only a fraction of the world of practice”. Predominantly, most practice situations probably entail three-fold mixtures of the models. The schematic presentation (see on page 58) illustrates the theoretical development of Rothman’s contribution to the modelling of community practice.

When approaching the complex and multiple problems facing South African communities, social workers will have to build their practice on a sound theoretical base and apply and mix models of practice in a creative manner in order to be appropriate and relevant. Although these models serve as a guide for practice, they need to undergo a process of continuous indigenisation and localisation.





Source: Rothman, Erlich and Tropman (1995)

**FIGURE 3.1: The interweaving of community intervention modes**

Jeffries (1996), identifies social reform as another model in her four-square model constellation of community practice. Like Dominelli (1998) she also places the models on two continua namely a horizontal “empowerment continuum” and a vertical “change continuum”. She argues that one of the most useful aspects of Rothman’s (1968) theoretical formulation is his specification of variables, which serves as an invaluable tool for practice.

A brief discussion of the three basic models, namely locality or community development, social planning and social action will follow (See Rothman, 1968; Alynski, 1972; Henderson & Thomas, 1980; Mayer, 1981; Lauffer, 1981; Burghardt, 1982; Morris & Binstock, 1984; Cox, Erlich, Rothman & Tropman, 1987; Weil & Gamble, 1995; Jeffries, 1996; Rothman, 1996).

(i) The locality (community) development model

In this model the community members are viewed as full partners in the process of solving community problems. Efforts are primarily aimed at building the capacity of the community, community integration and self-help, utilising both process and relationship goals. In utilising different change strategies aimed at building the collaborative decision making capacity of communities, enhancing community support networks and empowerment, the social worker performs roles such as enabler, coordinator, and teacher of problem-solving skills.

(ii) The social planning model

This model utilises a planned problem-solving process to deal with concrete community problems. The community or segments of the community involved, perform the role of consumers or recipients of services. The change strategy usually involves a process of doing a needs assessment or situation analysis from which a rational action plan is derived. The social worker or other experts perform such prominent roles in this planning phases, that they inhibit the capacity building processes and opportunities for the community. In



this process of analysing, designing and delivering services to communities, the social worker acts as research expert, technician, analyst and programme implementer using task-oriented goal formulations.

(iii) The social action model

The social action model views communities as victims of social injustice, deprivation and inequality. Through implementing task and process centred goals, the aim is to bring about shifts in existing power relations and effecting institutional change. People are mobilized to take mass action by means of strategies such as memoranda and marches which are aimed at impacting on decision making processes and promoting a feeling of mastery amongst participants. Using strategies such as direct action and confrontation, the social worker perform the roles of activist, advocate, broker, negotiator and partisan. In short, the social action model uses empowerment to achieve objective power for the beneficiary systems.

### **3.6 COMMUNITY CENTRED STRATEGIES: ROLES AND TECHNIQUES**

Social work has a proud history of serving the poor, the weak and the vulnerable. Within the many forms social work practice can take, there is a common knowledge base of tasks, roles, skills and concepts that are essential to the practice of social work (Pincus & Minahan, 1973:11). Over the years social workers have developed extensive practice theory and models of practice (Starke, 1996:27). This is also true of social workers in South Africa. Gray (1996:11) agrees that apart from the general roles relating to the community work process, social workers possess a wide range of skills and expertise essential to the effective implementation of a developmental welfare model. She concludes that some “old roles” can be harnessed and some “new ones” added (see also Bernstein, 1991 and Mazibuko, 1996).

In this section a brief overview will be given of the roles social workers will need to perform and the techniques (strategies) they need to apply in their community practice

activities, in order to contribute to the successful implementation of developmental social work. An analysis of the theoretical contributions of Cox, Erlich, Rothman & Tropman (1987); Lombard, Weyers & Schoeman (1991); Mazibuko (1992); Weil & Gamble (1995); Gray (1996, 1998); Rothman (1996); Starke (1996); Terblanche & Tsiwula (1996); Weil (1996); Engelbrecht (1997); Rankin (1997) and Ferguson Brown & Partab (1999) on the roles and techniques commonly related to community practice are reflected in the following schematic presentation. The different roles and techniques are also categorised according to the practice models (as discussed in the previous section) with which they are generally associated. A very loose distinction is also made between more “traditional” and “new” roles and techniques as suggested by some of the abovementioned authors.

**TABLE 3.5    Roles and techniques in community practice**

<b>Practice Models</b>	<b>Roles</b>		<b>Techniques</b>	
	<i>“Traditional”</i>	<i>“New”</i>	<i>“Traditional”</i>	<i>“New”</i>
<b>Community (locality) development</b>	Enabler	Teacher of ethical values	Group leadership	Empowerment
	Coordinator		Consultation	Capacity building
	Teacher of problem solving skills	Facilitator	Group decision making	Public education and awareness
	Liaison officer	Motivator		Rights education
	Consultant			Adult education
	Guide			Micro-enterprise creation
				Skills development



<b>Social planning</b>	Fact gatherer	Proposal writer	Research techniques	Networking
	Analyst	Writer / Communicator	Planning	Conflict management
	Program implementer	Coach	Funding techniques	Participatory research
	Expediter	Leader		Participatory planning
	Expert			Policy evaluation
	Planner			Policy formulation
	Organiser			Organizational change
	Planner			
	Researcher			
	Manager			
<b>Social action</b>	Negotiator	Activist	Arbitration	Confrontation
	Broker	Advocate	Negotiation	Mass action
	Partisan	Agitator	Influencing	Political action
	Mediator	Mass organiser		Negotiation
				Advocacy

Most of the roles and techniques labelled as “traditional” are more associated with the practice models such as community development and social planning and with the theoretical approaches that were more prevalent in the previous welfare dispensation. The “new” roles and techniques are those more associated with the social action practice model as well as with theoretical approaches more appropriate to a developmental social work model.

### 3.7 CONCLUSION

Community intervention strategies are historically and theoretically orientated toward

combatting poverty. Within the new developmental social work model, social workers are challenged to reclaim community practice, as a form of non-remedial intervention. The White Paper for Social Welfare creates the policy context where social workers can develop new practice frameworks for community practice, which will be relevant, effective and appropriate in meeting the needs of South African communities.

As indicated in this chapter, community practice encapsulates a philosophical value-base, goal categories and techniques which effectively enables it to contribute to the facilitation of the social integration of communities. If social workers re-evaluate their traditional practice activities and allow their practice to be infused with more radical theories, approaches and practice models they could be instrumental in the holistic healing, growth and development processes of communities and the South African society as a whole.



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## **Chapter 4: EMPIRICAL ANALYSIS ON THE FACILITATION OF SOCIAL INTEGRATION ON COMMUNITY LEVEL**

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### **4.1 INTRODUCTION**

The first purpose of this chapter will be to give a brief overview of the empirical research process that was utilised. Secondly, the content and outcome of the empirical study will be discussed and presented, in order to formulate guidelines for social workers to facilitate the social integration of communities in South Africa. The goal of this study was to formulate guidelines for social work practice on the facilitation of social integration on community level. In order to achieve this a theoretical analysis on the core concepts of the study namely social development, social integration and community centred strategies, was undertaken as the first two objectives. Thirdly, based on these literature, an empirical study was undertaken, exploring the current knowledge, perceptions and community centred practice activities of social workers relating to social integration, in order to formulate conclusions and recommendations on how social work practice can contribute to the facilitation of social integration on community level.

### **4.2 THE EMPIRICAL RESEARCH PROCESS**

The following section contains the elements of the empirical research process that was undertaken. This includes information on the literature study, the selection of the respondents, the construction and completion of the interview schedules and the analysis of the data collected from the interviews.

#### **4.2.1 The literature study**

To serve as the theoretical foundation for this research study, a literature study was

undertaken. In this literature study (the previous two chapters) concepts relevant to this study were defined, the relationship between social development and social integration were explored and a theoretical analysis of community practice as a method of social work were given.

#### **4.2.2 Selection of respondents**

The population for this study consisted of practising social workers in the agencies categorized by the Department of Social Services as “category A” service agencies, or agencies that implement community based programmes, in the Cape Metropolitan area. A total number of approximately 291 social workers who deliver services to communities from approximately 47 offices (service delivery points) within the metropolitan area of Cape Town constituted the population for this study. The researcher randomly selected a sample of 25 % or 12 different service delivery points (offices) and purposefully selected one social worker in each of these offices with whom the interview schedule was completed. The reason for randomly selecting service delivery points (offices), and not individual social workers, was to prevent selecting more than one social worker working from the same office. This contributed to the diversity of responses and also heightened the generalisability of the results from the study.

#### **4.2.3 Compilation of measuring instrument and data collection**

The researcher compiled a structured interview schedule (Appendix A) based on the theoretical content as reflected in the chapters (Chapter 2 & 3) containing the literature study. The data was collected through an in-depth interview with each of the respondents. All of the interviews were conducted by the researcher himself.

#### **4.2.4 Analysis and presentation of the data**

Quantitative data is presented in the form of tables and figures and are further analysed with the use of descriptive statistics. Responses to open-ended questions are analysed and



generally presented in terms of analytical discussions and themes. Some responses to these open-ended questions as obtained from the social workers that was interviewed will also be presented in the form of direct quotations.

### 4.3 EMPIRICAL RESEARCH RESULTS

#### SECTION A: BIOGRAPHICAL INFORMATION

##### 4.3.1 Welfare organisation where social workers are employed

Table 4.1 contains the names of the organisations and offices where the social workers, who were involved as respondents in this study, is currently employed.

**TABLE 4.1 Organisation where social workers are employed**

Organisation	Office (service delivery point)	f	%
"CMR"	Kraaifontein	1	25
	Goodwood	1	
	Parow	1	
PAWC: Social Services	Wynberg	1	25
	Bellville	1	
	Langa	1	
"Diakonale Dienste"	Eersterivier	1	25
	Elsiesrivier	1	
	Bellville	1	
"Cape Town Child Welfare Society"	Khayelitsha	1	25
	Manenberg	1	
	Athlone	1	
<b>TOTAL</b>		<b>12</b>	<b>100</b>

**n = 12**

Table 4.1 indicates an even distribution of respondents across the organisations which was represented in sample. This contributed to the diversity of the responses that was gathered.

#### 4.3.2 Gender distribution

Table 4.2 contains the gender distribution of the social workers who were involved as respondents in this study.

**TABLE 4.2 Gender distribution**

Gender	f	%
Male	2	17
Female	10	83
<b>TOTAL</b>	<b>12</b>	<b>100</b>

**n = 12**

Table 4.2 shows that the majority (10 or 83 %) of the respondents were female, while only two (2) or 17 % of them were male. This gender disparity correlates with the fact that social work, especially in terms of practice, is very much a female dominated profession. Although the disparity in gender distribution of the respondents may in some ways influence the results of the study, it actually constitutes a more accurate representation of current views on and activities of social work practice.

#### 4.3.3 Work experience as social worker

The respondents were requested to indicate for how long they have been practising social work. The work experience in terms of the number of months or years in practice, of the respondents in this study reflected in Table 4.2 (see on page 68).



**TABLE 4.3 Work experience as social worker**

Number of months/years	f	%
0-1 years	2	16.7
1-2 years	0	-
2-3 years	1	8.3
3-5 years	3	25
5-10 years	4	33.3
10 years or more	2	16.7
<b>TOTAL</b>	<b>12</b>	<b>100</b>

**n = 12**

It is evident from the table 4.2 that the six (6) or 50 % of the social workers included in this study were practising social work for five years or more. Only four (4) or 25 % of the respondents have less than three years practise experience, with two (2) of them being in practice for less than a year. The majority (9 or 75 %) of the social workers have more than three years of practice experience. The researcher intentionally or purposefully selected social workers with as much practice experience in community practice as possible. This increased the richness of the information (Grinnell & Williams, 1990:126; Cresswell, 1994:148; de Vos, 1998:198) on their community practice activities that was gathered.

## **SECTION B: SOCIAL INTEGRATION**

### **4.3.4 Perceptions and knowledge relating to social integration**

The perceptions and level of knowledge with regards to the term social integration were investigated. Respondents were prompted to record all the responses that come to mind when they think about the term “social integration”. The total number of responses that was recorded amounted to 44. The collected data from all the participants are reflected

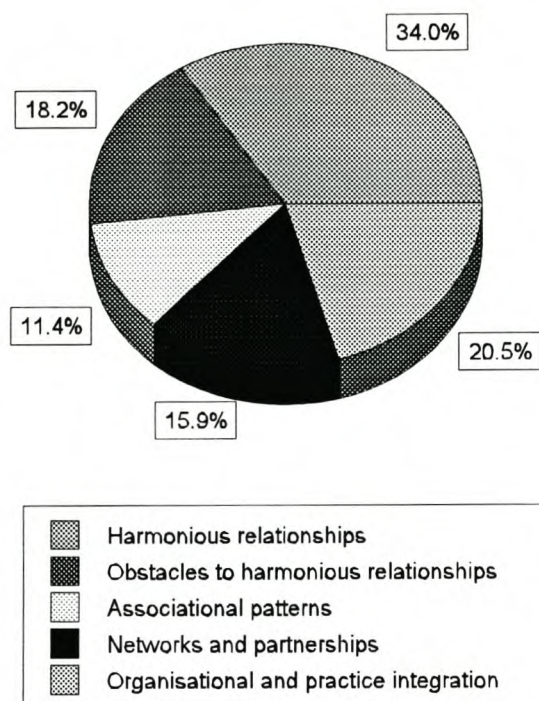
in Table 4.4. The data was further analysed and clustered into broad themes that are presented in Figure 4.1.

**Table 4.4: Perceptions and knowledge relating to the term social integration**

Respondents	Responses
A	participatory decision-making, cooperation between role players,
B	fragmented services, inter-group tension, cultural differences, people want to associate with own group, attitude change in needed, organisational boundaries,
C	mistrust, perceptions about others, want to interact with own class, associate with own religious groupings, geographical distance
D	integration of services, community working together, sharing of resources
E	integration of all social work methods, networking, sharing of resources, integration of services
F	cooperation, collaboration, fitting in with each other, mutually beneficial relationships, harmonious relationships between people, networking
G	partnerships, all social work methods must be applied
H	people don't trust each other, people feel safe in their own communities, perceptions about other cultures, coming together of people
I	organisations needs to cooperate, services and resource needs to be shared, integrated practice, cooperation, partnerships, networks,
J	transcending deep divisions between people, tolerance, respect, understanding one another, unity, shared vision for communities
K	people feel safe in their own communities, perceptions about other cultures, coming together of people
L	harmonious relationships between people, cooperation, collaboration, fitting in with each other, mutually beneficial relationships



The following figure presents a schematic summary of the data in Table 4.4



**n = 12**

**Figure 4.1: Perceptions and knowledge relating to social integration**

As shown in the figure above 15 or 34,0% of the responses related to harmonious or functional and interdependent community relationships, while eight or 18,2 % of the responses referred to obstacles within communities that impedes on the development and sustainment of harmonious relationships within communities. This was aptly pointed out by two respondents as follows:

Respondent C: *“ People generally don’t want to interact with people from another social class or neighbourhood than their own”*

Respondent H: *“People only participate and feel safe if the project or activity takes place within their own community, geographical distance is also a problem”*

Five (5) or 11,4% of the respondents referred to the associational nature of social integration. These responses mostly relates to reasons why heterogenous inter-group association is very difficult to facilitate. Aspects such as differences in culture and religion were identified by respondents as some of the obstacles.

All three of the abovementioned themes deducted from the responses relate to the relational or associational nature of social integration. This means that the majority (28) or 68,1 % of the responses encapsulated the relational nature of social integration. This included notions such as cooperation, networks, working together and community unity. These findings correlates highly with the definitions of social integration provided by Choldin (1985), Coleman (1988) and Padilla (1990) that identify social relationships, networks, participation and feelings of attachment as key features of social integration.

A significant amount of responses (9 or 20.5 %) tend to interpret social integration as relating to the integration of social service delivery systems and organisations, and also to the integrated application of the social work methods. This, in conjunction with the very low amount of responses that were recorded, indicates a gap in the knowledge base of social workers regarding the term social integration. This is further emphasised by the fact that just some aspects relating to social integration, mainly focussed on the relational dimensions, were recorded. Many other features, dimensions and levels of social integration such as its relation to economic and structural aspects and its focus on shared indigenous and other values (Lloyd, 1967:91; Landell-Mills, 1992:3; Fellin, 1995:250), were not identified by respondents.

Although it could be concluded that the responses recorded from the respondents in this study does depicts the existence of some knowledge base with relation to the concept social integration, indications also points to the need for more theoretical content on the term. Furthermore, observations made on their reaction and hesitancy when confronted with this question, does point to the fact that most of them are not familiar with the term, and that it is not part of their general “practice vocabulary”. A narrow view or limited knowledge on the concept of social integration, could hamper the effective intervention



contributions of social workers to the facilitation of social integration.

#### **4.3.5 Developmental social work and social integration**

Social integration, as one of the key ideational goals (outcomes) of the social development approach (Midgley, 1995:96; Ife, 1999:133), is closely linked to developmental social work. The respondents views on this relationships between developmental social work and social integration were explored in the study. The views formulated by the respondents were analysed and synthesised into the following list:

- Developmental social work plays an important role in facilitating social integration through awareness raising and resource distribution.
- Developmental social work and social integration are inter-related both focus on improving local capacities, employment, and empowerment - this relates to poverty alleviation and general skills development.
- Developmental social work promotes social integration as communities are empowered to be more independent, thereby creating a more cohesive and self-sufficient community.
- Without a developmental social work model, social integration and the formation of social capital will not be possible.
- Developmental social work focusses on participatory decision-making and management and release communities potential for development.
- Both developmental social work and social integration aim at bettering the quality of life of communities.

In conclusion to the above summary of the recorded responses, the participating social

workers seems to have a cognitive comprehension for the inter-relatedness between developmental social work and social integration. This relationship is defined primarily in terms of the attributes of developmental social work such as its focus on capacity building, empowerment, skills development and poverty alleviation and this also correlates highly with current literature on developmental social work (Gray, 1996; Lombard, 1996; Potgieter, 1998).

None of the recorded responses encapsulated an attempt to explain this relationship in terms of the attributes or contributions of social integration. Although very vaguely inferred, no explicit reference was found that indicates the potential of social integration to contribute to economic development, which is one of the key characteristics of developmental social work and the social development approach as explained by Putnam et. al (1993), Midgley (1995:96) and Sherradin and Ninacs (1998:35). Another meaningful finding was the fact that none of the respondents made reference to the attention that the White Paper for Social Welfare (1997), as the policy framework for developmental social work practice, gives to the aspect of social integration. The following remark from one of the respondents aptly captures this:

Respondent C:           *“ I did not even know that there is a chapter on “social integration” in the White Paper”*

It seems that social workers can clearly formulate and verbalise their cognitive understanding of the developmental social work model. The way in which they explain their understanding and views on its relationship to social integration, could be interpreted as a further confirmation that social workers could benefit from further clarity on the process and aspects relating to social integration, in order for them to effectively facilitate it on community level.



**SECTION C: SOCIAL INTEGRATION AND SOCIAL CAPITAL****4.3.6 Enhancing dimensions of community life**

The study explored if and to what extent the practice activities of the respondents contribute to the enhancement of aspects of community life which constitutes dimensions of social capital as identified by Narayan and Cassidy (2001:65). The following table gives a presentation of the findings:

**Table 4.4: Enhancing dimensions of community life / social capital**

Dimension of social capital	Level of contribution (%)			Total (%)
	Never	Often	Always	
Membership in informal groups and networks	3 (25,0)	7 (58,3)	2 (16,7)	12 (100)
Everyday sociability	-	10 (80,3)	2 (16,7)	12 (100)
County participation and neighbourhood connections	1 (8,3)	5 (41,7)	6 (50,0)	12 (100)
Family connections	-	-	12 (100)	12 (100)
Community norms such as trust and fairness	2 (16,7)	8 (66,6)	2 (16,7)	12 (100)
Crime prevention and safety	4 (33,3)	6 (50,0)	2 (16,7)	12 (100)
Subjective feelings of well-being	3 (25,0)	6 (50,0)	3 (25,0)	12 (100)
Political engagement and involvement	11 (91,7)	1 (8,3)	-	12 (100)

**n = 12**

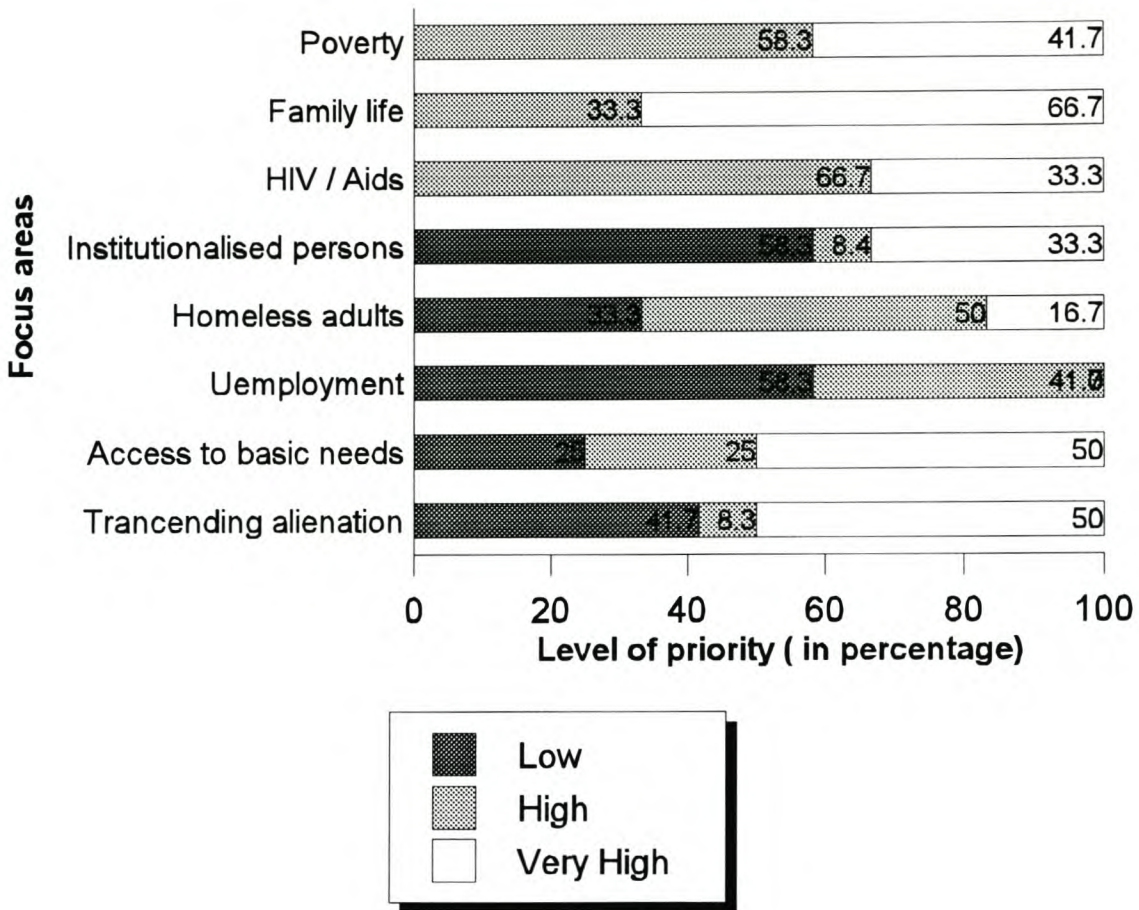
Table 4.5 shows that building and strengthening family life and family connections is given a very high priority by all 12 (100 %) of the respondents in their community practice activities. This correlates with the emphasis placed on the family “as the basic unit of society”, by the White Paper for Social Welfare (1997:14) within a developmental social work model (Sturgeon, 1998:38; Green & Kruger, 2002:255). Second to this, is the very emphasis the encouragement of community participation is given in community work projects. Fifty percent (50 %) or six of the respondents indicated that their practice intervention always contributes to this dimension of community life.

The respondents are further of the opinion that, though not in every instance, their practice activities often do enhance most of the abovementioned dimensions of community life. The only dimension that the majority (11 or 91,7 %) of the respondents community practice do not contribute to, is the encouragement of communities to be more politically engaged and politically involved. This apparent hesitancy of social workers (and organisations that employ them) to get involved in the political arena, correlates with Gray’s (1998:19) view that social work in South Africa could be described as “traditional social work” due to the latter’s claims of political neutrality. Social workers are challenged by the proponents of the developmental approach to shift their practice more towards “radical or transformational social work” (Midgley, 1995; Payne, 1995; Gray, 1998), with its view on social work as an “intrinsically political activity”.

#### **4.3.7 Focus areas of social integration in South Africa**

For social workers to effectively facilitate and enhance the social integration of South African communities, they should give special attention to some special focus areas as discussed in section 2.5 (in chapter two). The priority level that their current practice activities gives to these focus areas were investigated. The information obtained from the respondents are presented in Figure 4.2 (see on page 76).





n = 12

**Figure 4.2: Focus areas of social integration**

As shown in the Figure 4.2, all the respondents (12 or 100 %) indicated that they give high to very high priority to addressing poverty and HIV / Aids and to the strengthening of family life in their community practice activities. This finding corresponds with the emphasis placed on these focus areas in the White Paper for Social Welfare (1997:1-5) and in literature on the scope and goals of developmental social work ( McKendrick, 1990:17) and community practice (Weil & Gamble, 1995:258; Ife, 1999:1-2).

Providing opportunities such as skills training and job creation projects aimed at addressing unemployment was rated by 7 or 58,3 % of the respondents as an area that is given low priority in their community practice activities. Low priority is also given to issues such as

re-integration of institutionalised persons back into the community (58,3 % or 7 respondents), dealing with the problem of homeless adults (33,3 % or 4 respondents) and to efforts aimed at transcending the alienation that exist between heterogeneous (e.g. language, culture, ethnicity) groups within communities (41,7 % or 5 respondents). These finding is in contradiction to the high priority that the White Paper for Social Welfare (1997) and the theory on developmental social work gives to these focus areas. MacKintosh (1998:124-131) for example, encourages social workers to transcend the socially and politically created alienation between South African communities, by utilising more anti-discriminatory social work practices. Unemployment, which is rampant in sectors of the population such as black women, youth and people with disabilities (White Paper for Social Welfare (1997:1), is a form of social exclusion that poses a serious that obstacle to the stability of communities. Practice activities aimed at the alleviation of poverty, should inevitably include more efforts to provide opportunities for empowerment and employment.

In conclusion, it seems that social workers do give high priority to some of the identified focus areas that is important to the facilitation of social integration on community level. Others will have to be given higher priority, if social workers is to be effective in their community practice efforts and projects aimed at facilitating social integration.

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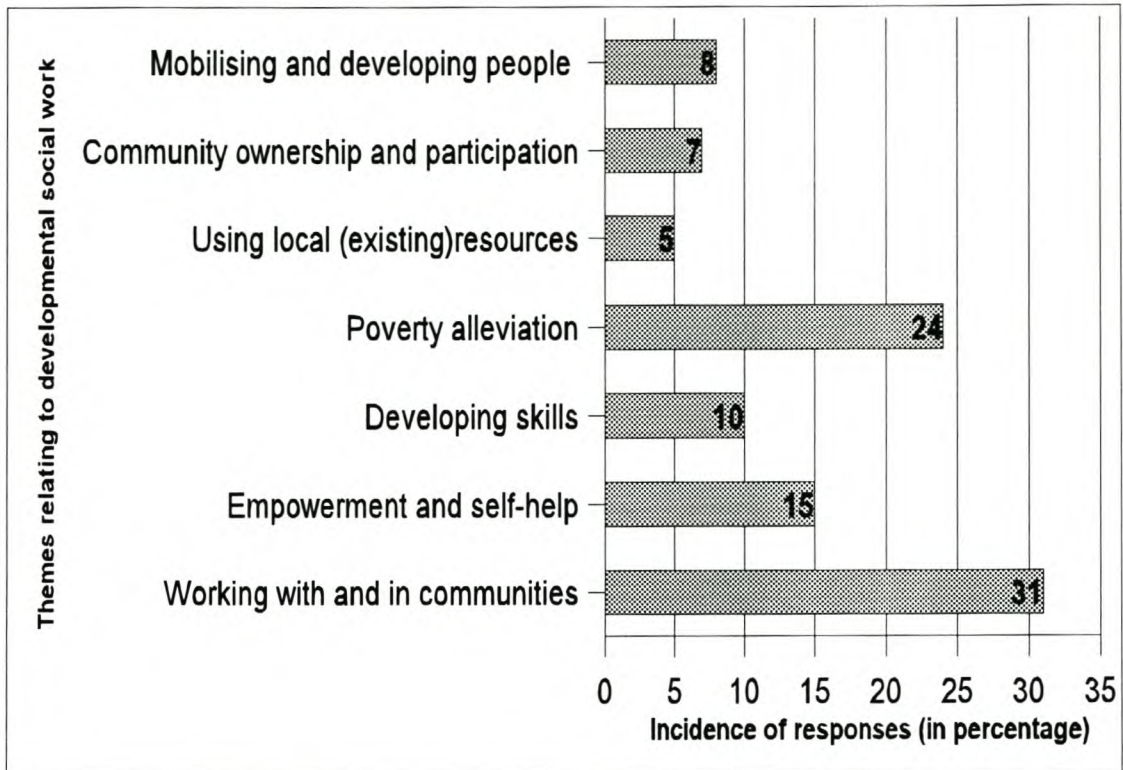
## **SECTION D: COMMUNITY CENTRED INTERVENTION STRATEGIES**

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### **4.3.8 Perceptions and knowledge of the term developmental social work**

The perceptions and level of knowledge with regards to the term “developmental social work” were investigated. Respondents were prompted to record all the responses that comes to mind when they think about the term “developmental social work”. The total number of responses that was recorded amounted to 67 or an average 5,6 responses per respondent . The data was analysed and clustered into broad themes that are presented in Figure 4.3 (see on page 78).





n = 12

**Figure 4.3: Perceptions and knowledge of developmental social work**

It could be concluded from the results presented in the figure that some knowledge base on the term developmental social work exist amongst the social workers partaking in this study. All of the responses could be clustered into one of the themes mentioned in the figure, and they all correlates with the literature (see Gray, 1996; Lombard, 1996; Terblanche & Tshiwula, 1996) on the subject of developmental social work. A high incidence ( 16 or 24 % ) of responses relating developmental social work to poverty and poverty alleviation were recorded. This is confirmed by Potgieter (1998:117) who describes the alleviation of poverty as a primary purpose of developmental social work

A very significant finding is the high reference count (21 or 31 % of all responses) that was recorded in the broad theme “working in and with communities”. This could be interpreted

as the possible existence of a perception that developmental social work equates with the community work method. The absence of any reference to the scope and application of individual and group methodology in the responses, also points to this. Fouché and Delport (2000:133) came to the same conclusion in a research study on social workers' perceptions on the term developmental social work.

Although the results do point to the existence of a knowledge base regarding developmental social work amongst the participating social workers, their conceptualisation seems to be limited in scope. This is emphasised by a relative low count of recorded responses, the possible existence of a perception that developmental social work is a "new" term referring to community work or community development and also by the absence of responses explicitly describing the term as, a model of social work, practised within a social development approach (Gray, 1996:10).

#### 4.3.9 The relationship between developmental social work and community work

This study upholds the theoretical premise that, within a developmental social work model, community work (community centred intervention strategies) is the most applicable method to facilitate social integration on community level. The respondents' perceptions on the relationship between developmental social work and community work was therefore gaged. Abridged summaries of the information obtained from each respondent will be reflected in Table 4.6.

**Table 4.5: The relationship between developmental social work and community work**

Respondents	Abridged summaries of responses
A	both are based in the community, the developmental approach focus more on empowerment and capacity building (building on strengths); community work is more professional and is done by social workers - it means we determine the needs and design programmes



B	resources and needs are matched; the potential of people is developed; it is a process that encourages people to better their circumstances
C	in the past we did not really do community work - it was actually group work on a “grand scale”; developmental social work is real development; it focus on community participation and empowerment
D	developmental social work is like community work, but is more focussed on real development (“teaching people to catch fish themselves”); it is not like the past when we only distributed food-parcels; communities must help themselves
E	both developmental social work and community development is aimed at addressing the needs of communities, community work is the scientific and professional way of determining community needs and planning for intervention, both focus on building the community
F	community work is not much different than developmental social work; we must involve all the role-players in the community in our projects (community work projects); It is very difficult to do developmental social work with so little money and resources (eg. we cannot continuo our job-creation projects without funds)
G	both focus on needs and local resources; people in the community have a larger say in the things we do; community development officers are better equipped to work developmentally than we as social workers; it is very difficult for me
H	we usually decide from our caseload what the projects to implement; developmental social work ask of us to consult the community; we know that is the way to do, it, but there is not enough time; developmental work is time-consuming; we cannot do that, and still do statutory work
I	both developmental social work and community development wants to develop the whole community; it is more about development and not so much about casework anymore; we as professionals feel like we have to make way for other para-professionals to do the development work; it is difficult for us to make that mind-shift

J	both are concerned with poverty and material well-being; we need to help communities overcome their poverty and make resources available
K	community work is part of social work; now we just have to be more developmental, meaning we have to focus more on things like empowerment and capacity building; Both want to develop the community and build networks
L	networking is an important aspect of both developmental social work and community work; developmental work is the new way of doing community work

If the responses in Table 4.6 is further analysed, the following themes and perceptions can be deducted:

- The majority of respondents (8 or 66.7 %) deals with the concept “developmental social work as if it is a “new” social work method. This is highlighted by remarks from the following respondents:

Respondent D: *“Developmental social work is very much like community work”*

Respondent E: *“Both community development community work aims at addressing the needs of the whole community”*

- None of the articulated views of the respondents remotely incorporated the notion that developmental social work, as the mode or model of social work practices from a social development approach, is inclusive of all the methods of social work. On the contrary, the responses reflects a tendency to equate developmental social work with community work. The view of respondent I highlights this:

Respondent I: *“Both (developmental social work and community work) want to develop the community... it is about development and not so much about casework anymore”*



Both the discussed assumption and perceptions that was deducted from the responses of the participating social workers, are contradictory to the literature on the subject of developmental social work and community work. Developmental social work is, unlike casework or groupwork, not just another (new) method of social, but it constitutes the kind of social work that ought to be practised within a developmental welfare policy framework, that is inclusive of all the primary and secondary methods of social work (McKendrick, 1990:17; Gray, 1996:10). These findings correlates with findings in the previous section (4.3.8) of this chapter.

Another theme that could be deducted is that:

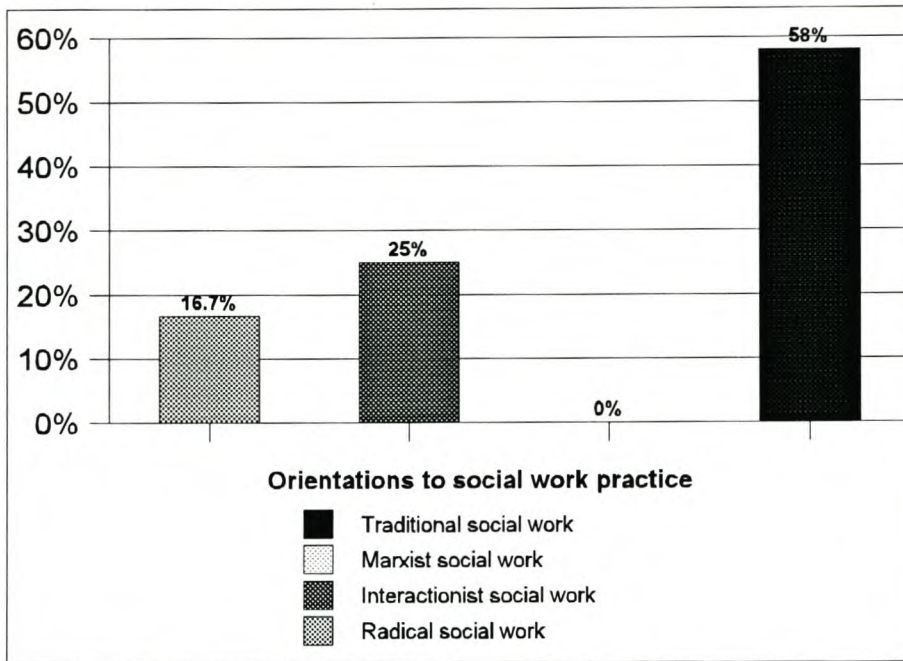
- All (12) of the respondents did reflect the existence of a basic knowledge base of the nature, principles and outcomes of and developmental social work and community work. This can be concluded from responses from the following respondents:

Respondents A, C, D, G, J: *“empowerment and capacity building, community participation, self-help, needs focussed and utilising local resources, concerns with poverty “*

This finding also correlates with findings made in a previous section (4.3.5) of this study.

#### **4.3.10 Theoretical orientation to social work practice (community practice)**

Four broad theoretical orientations namely, Traditional social work, Marxist social work, Interactionist social work and Radical social work were deducted from the literature (see section 3.5.1 in chapter 3). Respondents were asked to indicate which of these are most descriptive of their current orientation to social work, and specifically to their community work practice. The findings are shown in Figure 4.4 (see on page 83):



**n = 12**

\* The respondents could indicate more than one

**Figure 4.4: Orientations to social work practice**

As shown in Figure 4.4, most of the respondents (7 or 58 %) described their practice as being best fitting the “traditional social work” orientation. This finding confirms the statement by Gray (1998:16) that current South African social practice best fit the “traditional social work model”. Many proponents of developmental social work have argued that social workers in South Africa should move towards more radical models (orientations) of social work practice. Although not significant, some respondents (2 or 16,4 %) did describe their social work practice as being “radical social work”. It could therefore be concluded, that although most of the social workers still do practice within the “traditional orientation”, a possible move or practice-shift to a more “radical form” of social work is slowly beginning to emerge. Social workers’ orientations to practice influence their choices of practice perspectives, theoretical approaches and practice models that they implement and utilise. This was further investigated in the study.



#### 4.3.11 Application of practice perspectives for community practice

The study investigated, which internationally acknowledged practice perspectives, that are compatible with developmental social work, are utilised by social workers in their community intervention activities. The following results were gathered:

**Table 4.6: Practice perspectives for community practice**

Practice perspectives	Utilisation by social workers	
	f	(%)
Generalist perspective	12	100
Eco-systems perspective	11	91,7
Strength perspective	10	83,3
Feminist perspective	1	8,3
Other	0	0

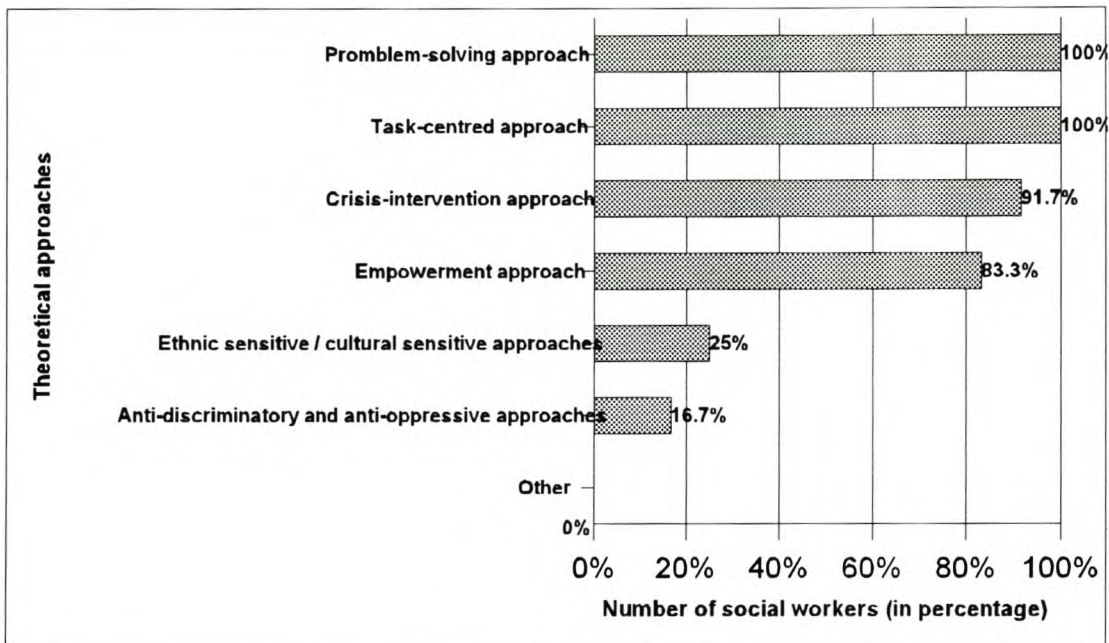
**n = 12**

\* *The respondents could indicate more than one*

The table shows that between 83,3 % (10) and 100 % (12) of the respondents utilise the generalist perspective, the eco-systems perspective and the strength perspective in their community intervention activities. Given the high percentage of female respondents (10 or 83,0 %), it was interesting to find, that only one (8,3 %) indicated the application of feminists perspectives in their practice. Feminist perspectives are generally associated with more radical social work practice and focusses attention on issues such as discrimination against women as form of oppression and the feminisation of poverty (Guba, 1990; Twelvetrees, 1991; French, 1992 and Mayo, 1994). This finding could therefor possibly be correlated to the low percentage (2 or 16,7 %) of respondents who described their practice as being “radical social” ( see findings in 4.3.10)

#### 4.3.12 Application of theoretical approaches

Within the broad theoretical practice perspectives in social work, there are a range of theoretical approaches that could guide the community intervention practices of social workers. The social workers were prompted to indicate the theoretical approaches that currently infuse their practice. The following graph (Figure 4.5) is a visual presentation of the results to this question:



**n = 12**

\* Social workers could indicate more than one

**Figure 4.5: Application of theoretical approaches**

The majority of the respondents (between 11 or 91,3 % and 12 or 100 %) have indicated the use of problem-solving approaches, task-centred work and crisis-intervention in their community intervention practices. Literature describes all three of these approaches as some of the “traditional theoretical approaches” that are compatible with a social development perspective (Gray, 1998:117-135). It therefore seems that the current practice of the participating social workers confirms this. This finding also correlates with



the findings in section 4.3.10, that suggested a high incidence of social workers who practice from a “traditional” social work orientation.

A large number of respondents ( 10 or 83,3 %) also recorded the utilisation of the empowerment approach. This approach is more generally associated with “radical practice” and social development, is one of the more recently emphasised approaches in South Africa. If this finding is analysed in view of previous findings (see 4.3.10 and 4.3.11), there seems to be a contradiction in the findings. Such a high application rate of the empowerment approach, does not correlate with the low application rate of “ a radical social work” practice orientation. Factors such as the “buzz-word” status of the term “empowerment” could possibly contributed to many of the social workers indicating it as an approach that they utilise. This needs to be further researched.

Only 25 % or three of the respondents indicated the application of ethnic-sensitive and cultural sensitive approaches. An even smaller number (2 or 16,7 %) recorded the use of a anti-discriminatory and anti-oppressive approach. This is, according to some of the respondents, due to their unfamiliarity with these approaches. They articulated this as follows:

Respondent K:            *“ I did not even know such approaches exist ”*

Respondent F:            *“ It sounds too much like politics to me ”*

Given the plural and diverse South African context, along with a history of decades of social alienation, discrimination and racial oppression, MacKintosh (1998:133) and Crawford (1994:15) promotes the application of ethnic-sensitive and culturally appropriate approaches by social workers. It could therefore be concluded that for social workers to implement effective and appropriate strategies for the facilitation of social integration on community level, they should be aware of and skilled in applying ethnic-sensitive /culturally sensitive and anti-discriminatory and anti-oppressive approaches.

4.3.13 Practice models in community intervention practice

Using the three-model constellation namely, social planning, community or locality development and social action (see section 3.5.3 in chapter 3) provided by Rothman (1968), the researcher investigated which models the respondents utilise and also the frequency of use of these models in their practice. The results is shown in the following table:

Table 4.7: Practice models in community practice

Practice model	Frequency of use (f and %)			Total (%)
	Never	Sometimes	Always	
Social planning	-	6 (50,0)	6 (50,0)	100
Community (locality) development	-	8 (66,7)	4 (33,3)	100
Social action	9 (75,0)	3 (25,0)	-	100

n = 12

Social planing is identified as the community work practice model that is most often used by social workers. Fifty percent (50 % or 6) of the respondents indicated that they utilise this approach in every project and programme. The second most second utilised practice model is community or locality development. No cases was recorded of social workers that doe not use this model at all. A significant number of the respondents ( 75 % or 9) identified the social action model a practice model that they never utilise. Dominelli (1990:8-11), sees social planning (community organisation) and community development as models more associated with a “traditional orientation” to social work practice, while social action constitutes a more “radical” practice model. These findings therefore confirm that the participating social workers in this study practices more from a “traditional perspective”, than from a more “radical perspective”.



In conclusion it could be said that social planning and locality development are the two practice models most frequently used by the respondents in this study. The utilisation of the social action practice model by the respondents in this study is very limited in comparison to their use of the other practice models.

#### **4.3.14 Roles and techniques in community practice**

For social workers to effectively implement strategies from a social developmental perspective, they need to adopt and utilise some “new” roles and techniques in conjunction with the “traditional” or “known” ones (Bernstein, 1991; Mazibuko, 1996). In this study respondents were asked to indicate whether the shift to developmental social work implied the application of any “new” or “different” social work roles and techniques in their community practice activities. If it did, they were to identify or describe these roles and techniques.

From the 12 participating social workers, seven (7) or 58,3 % indicated that the shift to developmental social work did not bring about significant changes in the social work roles and techniques that they apply in practice. This constitutes a significant number of respondents that could not identify any changes in the social work roles they perform and the techniques they employ. This is in contradiction to the views of Bernstein (1991), Gray (1996) and Mazibuko (1996) that community practice within a developmental social work model do imply the application of “different” roles and techniques than the “traditional” ones.

Another social worker (1 or 8,3 %) described her subjective experience of the changing roles of social workers in developmental social work as follows:

Respondent I: *“We don’t play such a prominent role in development anymore. It is now more the development workers and auxiliary workers that are doing the work. We experience this very negatively. We are use to the fact that we have the last say - we are processional after*

*all”*

Four respondents (33,3%) identified a number of “newly adopted” roles and techniques, and this are summarised and listed in the following section:

- advocating for the community
- being able to work with volunteers
- the ability to write funding proposals
- the management of a budget
- Being able to compile evaluations and adjusting programs accordingly
- Being able to look at your work in a critical manner
- negotiating with different government departments and other role-players
- Presenting project proposals to groups
- Ability to liaise
- Networking
- Utilising and dealing with the media

The identified roles and techniques, as presented in the summarised list, correlates very highly with the list of “new roles” and “new techniques” that was presented in the literature study (Cox, Erlich, Rothman & Tropman, 1987; Mazibuko, 1992; Weil & Gamble, 1995; Ferguson Brown & Partab, 1999). Although there are a very high level of overlap between the data gathered from the respondents, and that compiled from literature, it was again found that the roles and techniques identified by the respondents are generally associated with the community development and social planning practice models (Cox, Erlich, Rothman & Tropman, 1987; Weil & Gamble, 1995; Jeffries, 1996; Rothman, 1996). From the eleven (11) recorded responses, nine (9) or 81,8 % are roles and techniques associated with social planning and community development practice models ((Cox, Erlich, Rothman & Tropman, 1987; Weil & Gamble), whilst only two (2) or 18,2 % were related to the social action model (Jeffries, 1996; Rothman, 1996).



## 5. CONCLUSION

The research finding contained in this chapter reflects some aspects of the current knowledge base and perceptions of social workers' social integration and their practice trends with regard to the community intervention practice activities within the framework of a developmental social work model. Most of the findings correlated with current literature and with the findings of other research studies as referred to in Chapters two (2) and three (3) of this study. Some minor contradictions were also found, and validated and interpreted within the framework of the literature survey. From these findings, recommendations and conclusions will be deducted, that could serve as guidelines for social workers in their efforts to facilitate the social integration of South African communities. This could contribute to the clarification of how social workers can concretise the facilitation of social integration, as one the abstract notions and goals embedded in the social development approach, through their community work intervention activities and programs.

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## Chapter 5: CONCLUSION AND RECOMMENDATIONS

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### 5.1 INTRODUCTION

In this chapter the conclusions and recommendations for this study will be discussed. The conclusions will be discussed in three sections namely, *methodological conclusions*, *conclusions drawn from the literature* and finally *conclusions with regard to the empirical content of this study*. The methodological conclusions relates to method of research that was utilised. From the literature survey presented in Chapters 2 and 3, some crucial practice guidelines for social workers can also be concluded. Finally conclusions with regards to the goals, objectives and content of the empirical study will be presented.

The recommendations have been generated from the conclusions and are intended to generate practice orientated guidelines which support the primary purpose and objectives of this study.

### 5.2 CONCLUSIONS

#### 5.2.1 Methodological conclusions

- 5.2.1.1 *The conclusion could be drawn that an integration of qualitative and quantitative approaches enabled the researcher to effectively gather information regarding knowledge, perceptions, attitudes and current practice trends, in order to formulate guidelines for the application of community centred strategies in the facilitation of social integration of communities.* The utilisation of both qualitative and quantitative research methodologies enabled the researcher to gain insight into the knowledge base, attitude and perceptions of social workers with regards to social integration, developmental social work and community practice,



and also to establish a clearer understanding of current practice frameworks that guide their social work.

5.2.1.2 *The conclusion could be drawn that the particular method of data-gathering, namely in-dept interviews, was appropriate and effectively used in this study: the information-rich data that was needed for this exploratory study, was gathered in this manner.* This is due to the fact that the data-gathering method by means of in-depth, face- to-face interviews enabled the respondents to give spontaneous and unrehearsed accounts and reflections of their views and perceptions. It also provided opportunities for the researcher to clarify and validate his understanding and recollection of the respondents input, thereby minimising the possibility of subjective interpretation.

## 5.2.2 **Conclusions drawn from the literature**

5.2.2.1 *Social integration is one of the primary outcomes of the social development approach.* It can make an important contribution to the formation of social capital, thus contributing to the economic and social development of communities.

5.2.2.2 The process of facilitating social integration of South African communities, entails the design and implementation of social work programmes aimed at very specific focus areas.

5.2.2.3 *Developmental social work promotes an integrated and holistic approach which are inclusive of all the methods of social work.* It emphasises community intervention strategies as the most appropriate and important methods to achieve one of its primary outcomes - that is the eradication of poverty and facilitation of a dual process of social and economic development.

5.2.2.4 The effective implementation and realisation of developmental social work in all methods of social work, imply a shift in the practice frameworks of social workers

from a traditional orientation to a radical social work perspective.

### **5.2.3 Conclusions from the empirical study**

#### **Perceptions and knowledge relating to social integration**

- 5.2.3.1 Social workers are unfamiliar with the term social integration. They reflect limited theoretical knowledge on the content of the term, and its implications for social work practice .

#### **Developmental social work and social integration**

- 5.2.3.2 Social workers find it difficult to clearly formulate and verbalise their cognitive understanding of the developmental social work model and its relation to social integration.

#### **Enhancing dimensions of community life**

- 5.2.3.3 The current practice activities of social workers to a large extent contribute to the enhancement of dimensions of community life that is important for the facilitation of social capital formation.
- 5.2.3.4 Most social workers generally are hesitant to encourage communities to become more politically involved and politically engaged.

#### **Focus areas of social integration in South Africa**

- 5.2.3.5 Social workers gives very high priority in their current community activities to issues such as of poverty, HIV/ Aids and the strengthening of family life, which are important focus areas for the social integration of communities.



- 5.2.3.6 Social workers place much less focus on social work programmes that aim to re-integrate institutionalised persons back into the community, programmes that deals with the problem of homeless adults and programmes that aim to transcend the politically and socially created alienation that exist in and between heterogeneous communities.

#### **Perception and knowledge on the term developmental social work**

- 5.2.3.7 Social workers, although familiar with the term “developmental social work”, reflect limited theoretical knowledge on the content of the term, and find it difficult to verbalise its implications for social work practice.

#### **The relationship between developmental social work and community work**

- 5.2.3.7 Most of the social workers perceive developmental social work to be “another method” of social work, or to be just another “form” of community work. This constitute a tendency to equate developmental social work and community work.

#### **Theoretical orientation to social work practice (community practice)**

- 5.2.3.8 The majority of the community practice activities of social workers could still be described as “traditional social work”.

#### **Application of theoretical approaches for community practice**

- 5.2.3.9 Social work practice reflects an over-utilisation of “traditional” theoretical approaches such as problem-solving, the task-centred approach and crisis intervention.
- 5.2.3.10 Very few social workers apply radical approaches such as ethnic-sensitive and cultural sensitive approaches as well as anti-discriminatory and anti-oppressive

approaches.

### **Practice models in community intervention practice**

- 5.2.3.11 Social planning and locality development are the two practice models most frequently used by the social workers in their community practice activities. The social action practice model is very seldom utilised by social workers.

### **Roles and techniques in community practice**

- 5.2.3.11 Most social workers have not adopted “new” social work roles and does not implement “different” social work techniques that are more compatible and relevant to a developmental social welfare model.
- 5.2.3.12 Social workers are beginning to make a practice shift towards more appropriate developmental approaches to their community work programmes and strategies. In terms of the social work roles and techniques they employ, they still tend to favour the application of those more associated with the social planning and community development models, above roles and techniques associated with the social action practice model.

## **5.3 RECOMMENDATIONS**

Based on the conclusions and findings of this study, the following recommendations are made:

- 5.3.1 The knowledge base of social workers should be broadened with regards to social integration, its relation to the social development approach and its practical implications for developmental social work.
- 5.3.2 Social workers need to expand their knowledge and understanding of the features,



goals and underlying philosophy of developmental social work, in order for them to clearly identify its relation to community practice and the implications this model have for social work practice.

- 5.3.3 Social workers should intensify their current efforts to enhance dimensions of community life, that could contribute to the formation of social capital. They should design appropriate community based programmes that focus on dimensions that is currently under-represented in their practice, such as the encouragement of political engagement and political involvement of community members.
- 5.3.4 Social workers need to continue to give high priority to social phenomena that poses a threat to the social cohesion and integration of communities such as poverty, family-related needs, problems and dysfunctions and also HIV / Aids. Social workers should at the same time give higher priority in their social welfare programmes to the re-integration of institutionalised and homeless persons back into their families and communities, and efforts to bring alienated sectors of the society closer together
- 5.3.5 Social workers must develop a more radical theoretical orientation to social work practice and theory.
- 5.3.6 Social workers should become politically much more engaging and utilise approaches, theories, practice models, social work roles and social work techniques that are compatible with a “radical orientation” and with the social development approach.
- 5.3.7 Social workers should continue to utilise short-term, goal-orientated theoretical approaches that are compatible with a developmental approach such as the problem-solving approach, the task centred-approach and crisis intervention. Social workers should also increase the utilisation of approaches generally associated with “radical social work” such as ethnic-sensitive and cultural

approaches, as well as anti-discriminatory and anti-oppressive approaches.

- 5.3.8 Social workers should intensify their use of the social action practice model in implementation of their community practice programmes and activities.
- 5.3.9 Further research needs to be undertaken to investigate the practice implications for social work, brought about by the shift to a developmental approach to social welfare in South Africa.

**Comprehensive conclusion:**

Social workers in South Africa can facilitate the social integration of communities through the application community intervention strategies. By facilitating social integration they (social workers) will contribute to the formation of social capital, which in turn can be “transferred” into economic, social and political gains for communities. Social workers will be effective in their practice efforts to facilitate social integration, when they utilise community centred strategies which are implemented within practice frameworks infused by theoretical perspectives, approaches and models that are appropriate to and compatible with the developmental social work model of South Africa.



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## **APPENDIX A: INTERVIEW SCHEDULE**

## **SOCIAL WORK PRACTICE GUIDELINE ON THE FACILITATION OF SOCIAL INTEGRATION ON COMMUNITY LEVEL**

### **INTERVIEW SCHEDULE**

DATE:

NUMBER:

### **INSTRUCTIONS**

1. Please answer all the questions.
2. This is not a test. There is no right or wrong answers.
3. Be as honest and open as possible.
4. If you are uncertain of the meaning of a specific questions, please ask the interviewer to clarify it for you.

### **CONCEPTUALISATION**

**Social integration:**

The process of enhancing the social networks, cohesion and the density of social relationships within and between communities. Importance is therefore given to participation, unity, co-operation and a sense of belonging.

**Social capital:**

Could be viewed as the result of social integration and refers to the resource derived from the density of social relationships in communities. It can be transformed into other forms of capital such as economic or cultural capital.

**Developmental social work:**

The kind of social work practice within a social development welfare paradigm that focus on poverty alleviation and the integration of social development and economic development

**Thank you for your participation!**



**1 : BIOGRAPHICAL INFORMATION**

**BIOGRAFIESE INLIGTING**

Do not write in this column

1.1 Name of the organisation where you are employed?

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1.2 Gender

Male	1
Female	2

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1.3 How long have you been practising social work ?  
(Work experience as social worker)

0 - 1 year	1
1 - 2 years	2
2 - 3 years	3
3 - 5 years	4
5 - 10 years	5
10 years and more	6

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**2 : SOCIAL INTEGRATION**

**MAATSKAPLIKE INTEGRASIE**

2.1 Record all the responses that come to mind when you think about the term "social integration".  
(give as many responses as possible - keep responses short - one word or short phrases).

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### 3: SOCIAL INTEGRATION AND SOCIAL CAPITAL

#### MAATSKAPLIKE INTEGRASIE EN MAATSKAPLIKE KAPITAAL

3.1 To what extent do your community practice activities contribute to the enhancement of the following dimensions of community life (social capital)?

Dimensions of social capital (community life)	Level of contribution		
	Never	Often	Always
Membership in informal groups and networks			
Everyday sociability			
Community participation and neighbourhood connections			
Family connections			
Community norms such as trust and fairness			
Crime prevention and safety			
Subjective feelings of well-being			
Political engagement and involvement			

3.2 Give an indication of the priority level that your community practice activities give to the following focus areas ?

Focus areas	Activities of social worker	Priority level		
		Low	High	Very High
Poverty	activist for poor communities utilise community development as strategy implement projects that alleviate the material needs of people implement projects aimed at small business development			



<b>Enhancing family life</b>	<p>aims programmes at inter-generational and gender integration</p> <p>deals with phenomena such as chronic illness, physical and mental disabilities in families</p> <p>Deals with family members who have special needs</p>			
<b>HIV / Aids</b>	<p>provide social support networks</p> <p>help infected persons deals with stressors they experience</p> <p>fight discrimination and social stigmatisation of HIV - infected persons</p>			
<b>Institutionalised persons</b>	<p>re-integration into society</p> <p>learning of socially acceptable behaviour</p> <p>enhance active participation in community life</p> <p>utilisation of local resources</p>			
<b>Homeless adults</b>	<p>provides facilities (shelters, etc.)</p> <p>Re-integration into families and mainstream society</p> <p>involvement in local community</p>			
<b>Unemployment</b>	<p>implement job creation projects</p> <p>skills development programmes aimed at the labour market</p> <p>lobbying for accessibility of credit facilities and other financial services</p>			
<b>Access to basic needs</b>	<p>fight for the rights to basic needs for communities.</p> <p>Fights for and contribute to the fulfilment of basic emotional needs of communities</p>			
<b>Transcending alienation</b>	<p>bring communities closer together over boundaries such as language, colour, culture and religion.</p> <p>Heightens interaction and social cohesion between all groupings within society</p> <p>fight structures and institutions that upholds alienation and social distance</p>			
<b>Any other</b>				

#### 4: COMMUNITY CENTRED INTERVENTION STRATEGIES

##### GEMEENSKAPSGESENTREERDE INTERVENSIE STRATEGIEË

- 4.1 Record all the responses that come to mind when you think about the term "developmental social work".  
(give as many responses as possible - keep responses short - one word)

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- 4.2 How do you view the relationship between developmental social work and community work?

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- 4.3 Indicate which of the following theoretical orientations are most descriptive of your orientation to social work (community work) practice. (You may indicate more than one)

Try to be politically neutral Rational approach to problem solving Strong focus on individuality and individual control	Raising people's consciousness of their situation Focus on changes in existing power relations Seeks to facilitate social transformation Political in nature
Focus on the meaning that people give to their situation Accept the reality that people construct for themselves Value indigenous norms and mores	Political in nature Fights to bring about structural change Focus attention on inequalities and disparities in service delivery



- 4.4 Which of the following practice perspectives guides your community practice activities? *(You may indicate more than one)*

"Generalist" (holistic or integrated) perspective	
Eco-systems perspective	
Strength perspective	
Feminist perspective	
Other	

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- 4.5 Which of the following theoretical approaches do you frequently use in you community work practice? *(You may indicate more than one)*

Problem-solving approach	
Task-centred approach	
Crisis intervention	
Empowerment approach	
Ethnic sensitive and culturally sensitive approaches	
Anti- racist approaches	
Other	

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- 4.6 Which of the following practice models do you frequently use in you community work practice? *(You may indicate more than one)*

Practice model	Frequency of use		
	Never	Sometimes	Always
<i>Social planning</i>			
<i>Community (locality) development</i>			
<i>Social action</i>			
<i>Other</i>			

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5.7 Indicate whether the shift to developmental social work implied the application of any “new” or “different” social work roles and techniques in your community work practice?

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